



## **TEAM LEADER RESPONSIBILITIES IN MEETING ORGANISATIONAL STANDARDS (2 DAYS)**

### **THIS COURSE IS ACCREDITED TO UNIT STANDARD:**

Title:	Identify responsibilities of a team leader in ensuring that organisational standards are met
Unit Standard ID:	242821
NQF Level:	4
Credit Value:	6

### **INTRODUCTION**

This unit standard explores the role of the team leader in ensuring that the team meets organisational or required standards.

This unit standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Explaining the role of a team leader.
- Explaining the purpose of a team.
- Contracting with a team to obtain commitment.
- Monitoring the achievement of team objectives.

### **REFERENCES**

***“The course has given a renewed interest in improving my leadership skills and creating a positive work environment.”***

***“This course has added great value to me personally. I’m confident that I will be a great leader to my team.”***

***“The facilitator was the best, very patient.”***

***“The course was informative and relevant to my work.”***

***“Very educational. Time well spent. Thank you!”***

## COURSE CONTENT

### Explain the role of a Team Leader in an Organisation

- Role of a Team Leader
- Responsibilities of a Team Leader
- Concepts of authority, responsibility and accountability of the Team Leader
- Organising workers in teams (theory and practice)

### Explain the Purpose of the Team

- Concept of a team
- Purpose of the team
- Role and expected outputs of each team member in a specific team

### Contract with the Team Members to Obtain Commitment

- Discuss and agree tasks, performance plans, targets and standards
- Agree time allocations for achieving objectives (consultation)

### Implement, Monitor and Evaluate Performance

- Implement agreed plans
- Anticipate potential difficulties
- Monitor team outputs against agreed targets

### Personal Accountability & Commitment Plan

## TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.



Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.

### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

### On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



## OUR COMMITMENT TO YOU ...

### *Kwelanga Training's Commitment*

***To develop and inspire each individual to be the best that they can be.  
To assist clients in the transfer of skills and positive behaviour change.***

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