



VIRTUAL INSTRUCTOR-LED TRAINING SUPERVISORY SKILLS FOR TEAM LEADERS (4 x 3 HOUR SESSIONS)

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

How do we deal with manage employees when virtual interactions and social distancing is recommended? This workshop is designed to help all supervisors/team leaders develop the essential skills to influence and motivate their staff to achieve exceptional performance. It explores the role of the team leader in ensuring that the team meets organisational or required standards. The course grows an understanding of responsible leadership and high performance leadership of teams.

This workshop increases your awareness of your current supervisory style and abilities. You will understand organisational requirements to apply management by objectives. The course then provides you with a tool-kit of ideas to increase your supervisory skills back in the workplace.

REFERENCES

“The course has given a renewed interest in improving my leadership skills and creating a positive work environment.” ~ Anelie van der Merwe (Unison Communications)

“The course was informative and relevant to my work” ~ Charity Matlou (Department of Justice)

“The facilitator was the best, very patient” ~ Pricilla Motaung (Department of Justice)

“This course has added great value to me personally. I’m confident that I will be a great leader to my team” ~ Sibongile Tshabalala (Interwaste)

“Very educational. Time well spent. Thank you!” ~ Wedaad Samsodien (DG Stores)

WHAT THIS COURSE CAN DO FOR YOU...

- Understand the role of a team leader
- Understand the purpose and power of the team
- Obtain commitment of the team by contracting
- Monitor the achievement of team objectives.
- Apply performance management tasks
- Enhance interpersonal skills within the context of a management framework
- Highlight tasks required of supervisors
- Assist supervisors and team leaders in ensuring that their teams meet the organisation's standards
- Expose delegates to practical situations that occur in the workplace

TARGET AUDIENCE

This workshop is aimed at all those who have junior management or supervisory/team leader responsibilities or those who have recently been promoted to a supervisory or team leader management position.

COURSE CONTENT

The Concept of Teams – Challenges in a New World

- The TORI Model Explored - trust, openness, realisation and interdependence
- Lessons from lions
- Identifying types of teams
- Advantages and disadvantages of teams
- The purpose of the roles of team members
- Negotiating Tasks

Team Leaders Role and Responsibility

- Supervisory skills in the world of Covid-19
- The team leader's role and commitment to team members
- Essential prerequisites of team leaders: enthusiasm, energy, inspiration and expertise
- Responsible leadership
- Accountable leadership
- Principles of accountability
- High performance leadership and culture
- Adapting to and meeting staff needs in a changing world

Managing Teams

- Leading in a world of social distancing and virtual interaction
- Organisational performance requirements
- Planning – clarify the what, why, how, who and when
- Conducting a GAP analysis
- Time allocation: project scheduling
- Performance assessment implemented
- Achieving optimal team performance - potential difficulties identified
- Performance monitoring – individual and team

Action Planning

- SWOT – understanding strengths, weaknesses, obstacles, opportunities and threats
- Planning tools uncovered
- Making your team improvement plan
- Intention vs actions
- Action planning - a chart to assist

Personal Accountability & Commitment Plan

VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

Benefits of Virtual Instructor-Led Training

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

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.***

For more information contact us on:

Email: info@kwelangatraining.co.za

Johannesburg: +27 11 704 0720 | Cape Town: +27 21 683 4084

Durban: +27 31 266 2808 | Port Elizabeth: +27 41 368 1500

Website: www.kwelangatraining.co.za