



## Workshop Overview

At times leading and managing a team is like sailing into the wind. We all know the struggles involved with resolving conflict, internal politics, performance management, meeting targets and motivating your people. But done correctly with everyone on-side and pulling in the right direction, it could be plain sailing! This course is designed to give team leaders and managers a combination of practical management techniques and approaches to lead, encourage, provoke and demand performance from their teams.



## Benefits

By the end of the two-day workshop delegates will have achieved a good grasp of the internal and external dynamics of a team and learnt analysis techniques to measure team progress. They will be confident in using management, motivation and leadership techniques appropriately and developed and practised listening and feedback skills.

## Outcomes & Content

- ✓ Effective team working
- ✓ Participant effectiveness
- ✓ The stages of successful team building
- ✓ Measurement tools -the priorities
- ✓ What makes teams fail and how to avoid this
- ✓ Manager or leader?
- ✓ Communicate for success
- ✓ The Skilled communicator
- ✓ Enrich and refine team communication skills
- ✓ Be assertive in difficult situations
- ✓ Questioning, listening and barriers
- ✓ Manage team and individual performance
- ✓ When to delegate?



## Who should attend ?

This carefully structured, hands-on workshop is ideally suited for managers and team leaders of big teams needing a suite of performance management skills and a structured approach to deal with all levels of performance and lead, manage and encourage their team to achieve.

