

# Team Leader / Supervisory Skills Development Programme

This modular development programme is designed for employees commencing their first people management role and for those currently in the role who are seeking to access formal training.

Delegates will explore in detail the skills required to get the best out of those who report in to them. They will learn the importance of good communication, effective delegation, setting clear and measurable objectives and taking a proactive approach when managing both good and poor performance. The programme will incorporate 'live' work-based scenarios throughout delivery to ensure that all skills practice sessions are highly relevant and reflect the daily challenges faced by a Team Leader / Supervisor.



**Want more information or to build your own bespoke development programme?**

Get in touch with one of our Learning & Development Managers to discuss a 'fit for purpose' programme for your business.

01623 409 824 | [info@futureproof-training.co.uk](mailto:info@futureproof-training.co.uk)

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## Programme Preparation & Tailoring

All programmes can be tailored to incorporate your business processes and values, including:

Appraisals / PDR's / Competency Framework / Performance Management Process / Strategic Business Objectives / Job Profiles / Specifications

**Programme Launch**  
A great way to engage with delegates before they embark on their development programme. It is also the ideal opportunity to 'break the ice' with the Training Consultant(s) they are going to be working with.

**Programme Launch**  
(Half a day)

4 TO 6 WEEKS BETWEEN MODULES

**The Role of a Team Leader**  
The role of a Team Leader in your business  
Understanding different management styles  
Setting team / individual objectives  
Essential communication skills  
Effective delegation

**Module One**  
(2 days)

4 TO 6 WEEKS BETWEEN MODULES

**Personal Effectiveness**  
How effective are you currently?  
Effective time management & prioritisation  
Task management  
Handling distractions & delays  
Maintaining energy levels & personal performance

**Module Two**  
(1 day)

4 TO 6 WEEKS BETWEEN MODULES

**Teams & Team Performance**  
Understanding teams & team dynamics  
Setting clear & measurable team / individual objectives  
Measuring & monitoring performance  
Dealing with good / poor performance  
Identifying training & development needs

**Module Three**  
(1 day)

4 TO 6 WEEKS BETWEEN MODULES

**Handling Difficult People / Situations**  
What difficult situations do you encounter?  
Why are people difficult?  
Effective communication skills  
Assertive v's aggressive behaviour  
Maintaining a professional working relationship

**Module Four**  
(1 day)

**Delegate Presentations**  
This is an excellent opportunity to evaluate the overall success of the programme and the 'Return on Investment' achieved. Delegates will be asked to present to key stakeholders / project sponsor and talk through the new skills and knowledge that they have applied in the workplace as a result of attending the programme.

**Delegate Presentations**  
(1 day)

### Work-based Projects

It is essential to measure and evaluate the impact of the development programme and to ensure that the new skills, knowledge and behaviours are being applied back in the workplace.

At the end of each module delegates will be set a work-related task that is linked to the topics covered.

### One to one Coaching

Providing coaching support during the development programme will give delegates the ideal opportunity to discuss personal objectives or challenges and receive targeted advice and guidance.

BUSINESS IMPROVEMENT PROJECT | LINE MANAGER DEVELOPMENT DISCUSSIONS

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