Course information for
Team Leader Skills for Managers & Supervisors
A premier Team Leader training course from ZandaX

Team Leader Skills for Managers & Supervisors

What you'll learn

✔ About the Course
  ★ Summary of course objectives, and yours too
✔ Making the Transition
  ★ Deal with the challenges you face when making the transition
✔ Responsibilities of a Supervisor
  ★ See how your responsibilities have a simple structure
✔ Setting SMART Goals
  ★ Use SMART methodology to set goals that help you succeed
✔ Trust and How to Build It
  ★ Build trust with your team to boost their engagement
✔ Managing Your Time Better
  ★ Use time management skills to get the most out of your day
✔ Communicating For Success
  ★ Communicate engagingly and effectively
✔ Assertiveness and Managing Anger
  ★ Use assertive behaviour and deal with anger
✔ Managing Conflict & Difficult People
  ★ Master the skills to handle con?ict and di?cult employees

What does our Team Management Skills course cover?

New or Experienced Line Manager: This Course is for You!

This course has been designed for team leaders, line managers and staff supervisors, whether they are new or experienced in the role.

You'll get a solid foundation in the key principles and skills that are essential in supervising staff and leading teams, and get a great view into dealing with the kind of "people problems" you face from time to time.

With attractive screens, interactive content and -- most important of all -- content written by experts in doing the job, you'll get the skills you need to maximise your success as a staff supervisor or team leader.

This Team Leader skills training course, like all our courses, has been developed over many years of classroom and online delivery.   Content has been thoroughly researched and is constantly updated so it's always leading edge.   It's completely interactive and is full of practical knowledge and solutions.

Still wondering whether to do the course?
Just think about this: how much would you benefit if you had better team leader skills?

Course requirements

This is a 'back to basics' team leader course, so no experience in the role is needed, though if you aren't a beginner you'll find plenty to learn and think about!

Who's this course for?

Team leaders, line managers and staff supervisors, present and aspiring, who are looking for an interactive, practical course that will give them a solid and structured insight into the key principles of managing teams for results.

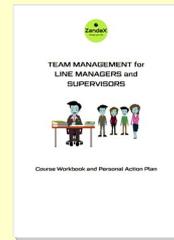## Course content for Team Leader Skills For Managers & Supervisors

About the Course
» What's in the Course?
» Learning Objectives
» Your Objectives

1 - Making the Transition
» How will my Role Change?
» How to Start Off Right
» 5 Tips for Learning the Ropes Quickly
» Your Management Style

2 - Responsibilities of a Supervisor
» Three Levels of Responsibility
» Responsibility to Management
» Responsibility to Your Team
» Responsibility to Yourself
» Case Studies: Getting It Wrong

3 - Setting SMART Goals
» The Importance of Setting Goals
» Knowing What You Want to Accomplish
» The Three P's of Goals
» SMART Goals

4 - Trust and How to Build It
» The Central Importance of Trust
» 10 Ways to Build Trust
» Fixing a Lack of Trust

5 - Managing Your Time Better
» How to Prioritize: the Prioritization Grid
» The Four D's: Do, Dump, Delay, and Delegate
» Four Great Tips for Getting Organised
» How to Delegate Effectively

6 - Communicating For Success
» How Asking Questions Helps You
» Open and Closed Questions
» Active Listening
» Understanding the Message
» Body Language and Non-Verbal Messages

7 - Assertiveness and Managing Anger

» The Three-Step Approach to Assertiveness
» Passive, Aggressive and Assertive Responses
» Managing Anger in Yourself and Others
» Addressing Anger With Assertive Statements

8 - Managing Conflict & Difficult People

» What is Reasonable Behavior?
» Rules for Resolving Conflicts
» Dealing With Difficult Personality Types

And There's a Great 79-page Workbook...

How about realizing your **full potential?**

Choose the **Development** course option and get your own great, results-focused downloadable workbook.

The workbook features:

- **Summary notes** of the course to refer to as you go
- Space for **your own notes** alongside the summaries
- Apply the lessons in each module to your own situation and needs
- The **unique ZandaX Personal Action Plan** with four structured Follow Up Sessions for you to monitor and manage your ongoing development
- A final Review Session for you to see just **how far you have come!**

ZandaX

TEAM MANAGEMENT for
LINE MANAGERS and
SUPERVISORS

Course Workbook and Personal Action Plan

More about the ZandaX Team Leader Skills For Managers & Supervisors course

Get the Skills You Need to Lead Your Team!

Learn how to manage your team for success

This fully interactive online workshop provides an introduction to staff supervision by outlining how to successfully transition to the role, then defining the role and responsibilities of a supervisor.

It then deals with key management issues like setting SMART goals, and building trust in your team.

After two modules on managing time and communicating effectively, it goes on to show you how to behave assertively, even using it to manage anger, and finishes with managing conflict and dealing with difficult employees.

You'll get a far-reaching insight into how to move from being a team member to being a team leader, and the skills and understanding you get will last a lifetime.

Watch the modules, revisit them time and again ... and have fun with improving your skills!

Learning options

This course is delivered as fully interactive online content which you can pause, re-run and revisit as often as you like. You can view the content in any order, and review whatever you like at any time.

The course is offered with the following option:

Fast Track option

You don't get extra learning resources, but it's a quick and easy way to go.

This option is for you if you want good coverage of the subject but have limited time or budget.

Development option

This is our most popular course option because it also includes a comprehensive ZandaX workbook and Development Plan which allows you to engage fully and deepen your understanding enormously.

This option is for you if you're serious about your development.