



See more at [www.zandax.com/courses/team-leadership-line-management](http://www.zandax.com/courses/team-leadership-line-management)

Course information from ZandaX

## Team Leader Skills for Managers & Supervisors

A premier Team Leader training course from ZandaX

Course duration: 5 hours 30 minutes of highly focused content (Revisit, review and revise as often as you want)

### 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
- ✓ Building & Managing Trust
  - ★ 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 clearly, engagingly and effectively
- ✓ Assertiveness and Managing Anger
  - ★ Use assertive behaviour and deal with anger
- ✓ Managing Conflict & Difficult People
  - ★ Master the skills to handle conflict and difficult 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?

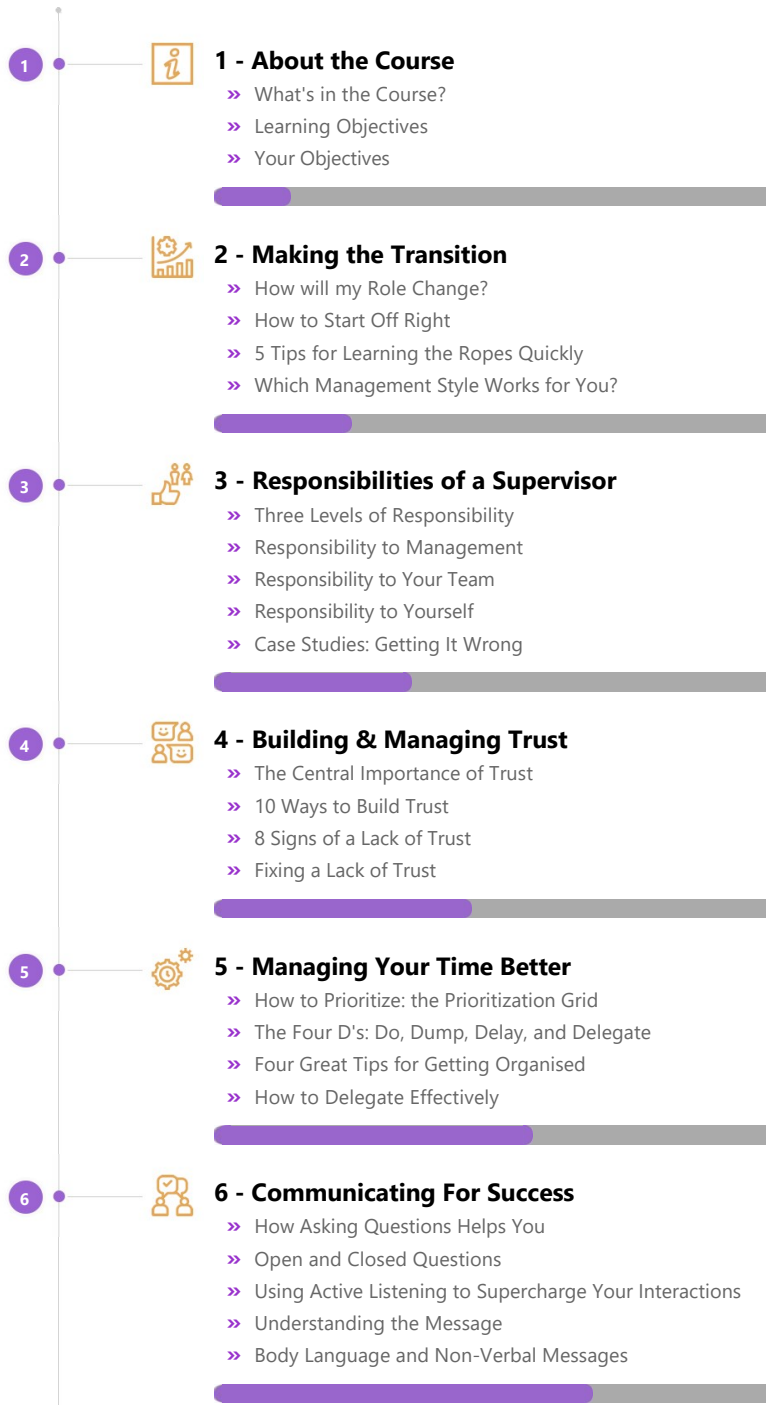
## Course requirements

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



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## 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

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## 8 - Managing Conflict & Difficult People

- » What is Reasonable Behavior?
- » Rules for Resolving Conflicts
- » Difficult Employee Types
- » Strategies for Managing Difficult Employees

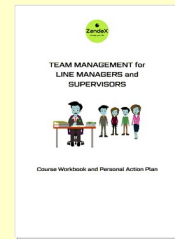
### And There's a Great 79-page Workbook...

How about realizing your **full potential**?

The course comes with a great, results-focused downloadable workbook.

The workbook features:

- Structured content with space for **your own notes** so you personalize your learning
- 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!**



### 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 format

The course is offered as follows:

You'll learn using easy-to-follow on-screen videos which you can pause, re-run and revisit as often as you like, and also through interactive content with short quizzes and questions appropriate to the course subject. You also get a comprehensive ZandaX workbook and Development Plan that you can use to reinforce your learning.

The course is arranged into modules, each with several lessons. Refer to the course content for more details on what's covered. This combination of videos and interactive content will enable you to get a thorough understanding of the subject.

## View this course online

Visit our website at [www.zandax.com/courses/team-leadership-line-management](http://www.zandax.com/courses/team-leadership-line-management) to view the latest details, including related courses, prices and quantity discounts.



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