



*“There is no limit to the amount of good that people can accomplish, if they don't care who gets the credit”*  
Anonymous

*Duration:  
Two consecutive days*

# Team Management

Being a line manager doesn't necessarily mean you have the inherent skills to manage a team. This introduction to Team leadership and management skills is to enable team leaders to get the most from the team - and themselves.

## PURPOSE

- To give an introduction to team management
- To provide an insight into how teams work
- To assist individuals move from team member to team manager
- To manage the performance of team members effectively
- To look afresh at your area of responsibility and see what improvements you can make to the bottom line

## PROGRAMME STRUCTURE

The team management workshop is structured into two full-day sessions. There is a pre-programme 'self' and 'manager' assessment to ensure the workshop properly targets the areas which you and your organisation needs to develop.

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## INDICATIVE WORKSHOP CONTENT

- Why teams are important
- Effective working relationships
- Team development
- Insights into self and others
- Communicating with impact
- Personal effectiveness: attitudes and assertiveness
- Effective delegation process
- Effective communication: establishing purpose, rapport, listening and questioning skills
- Tracking, recognizing and valuing achievement
- Action Centred Leadership