



Leadership 2010: Team Leader Training

Introduction

Team leaders pose a challenge for many companies. They usually have less authority than supervisors and managers, and yet they influence the quality, productivity and performance of many employees. Often, team leaders struggle with leading the efforts of peers, attempting to balance the need to pursue company objectives with maintaining friendly collaborative relationships.

Traditional supervisory and management training often fails to meet the specific needs of team leaders. Team leaders typically have lesser responsibilities in areas such as confronting performance problems, and progressive discipline.

Team leaders are typically selected based on length of service or the quality of their work, and attracted to the additional pay that comes with the team leader position. They are often ill-equipped to deal with specific challenges including:

- Providing leadership within their peer group
- Commenting on quality or performance issues
- Dealing with difficult people
- Training new or temporary employees
- Balancing their own output with getting the most from their work group

By providing training to your team leaders, you will impact productivity, quality, safety, morale and attitudes.

Solutions to the Challenges Faced by Team Leaders

Having trained more than 5,000 supervisors and managers in our Leadership 2010 course, Unique Training & Development has designed a shorter-duration and specifically tailored training program for team leaders.

You may want to consider sessions specifically tailored for team leaders delivered in conjunction with sessions for supervisors and



managers to implement a consistent leadership style across your company.

Course Content

Session One

Expectations of Team Leaders

- Four step management process: Plan, Organize, Lead & Control and specific tasks performed by team leaders
- 7 responsibilities that support the company mission
- Your role in the company's leadership team

Leading

- Characteristics of leaders
- How to lead by example
- Creating a vision for your department

Session Two

Understanding People, Motivation and Performance

- How our beliefs about others influence their performance
- Reasons people don't perform
- Motivating factors
- Different types of motivation

Session Three

Effective Communication

- Thinking before you speak – what you want to communicate
- The impact of words, tone & emphasis and body language
- Improving inter-shift communication
- Five step verbal communication process

Assigning Work Tasks and Accountability

- How to assign work tasks effectively
- Getting your work group to take responsibility for results



Session Four

Coaching, Confronting or Commenting on Performance Issues

- Understanding your role in the coaching, confronting and correcting process
- How to comment on a performance, safety or quality issue
- When to involve your supervisor or manager

Training Skills

- Identifying the training needs of your work group
- Six step process for on-the-job training

Logistics & Scheduling

The basic team leader program is designed in a four 3-hour session format (12 hours in total). For spaced repetition, and to give participants maximum opportunity to apply what they learn, sessions are scheduled once a week over four weeks. Some companies will choose to add additional modules which would expand the training. If it is more convenient, full-day 6-hour sessions can be selected.

The course is delivered in-house at your company's location to eliminate the need for travel and minimize time off the job. In multi-shift operations, we can provide the flexibility of providing training around the clock.

Each participant receives a workbook for reference purposes, a laminated reminder-card and insights & commitments sheet to support their application of what they learn on the job. Participants discuss and practice skills in the session.

Facilitators – Relating to all levels of leadership

UTDI has a facilitation team with extensive management, leadership and operational experience. They relate well to people promoted from the front line, having experienced the same challenges and opportunities themselves.



Value-Added Options

Pre-course interviews – Our facilitator can meet with a cross section or all the team leaders individually or in small groups to gain insights into their specific challenges, hassles and frustrations. We can summarize this information and present it to management so they get the pulse of the organization from the people closest to the action.

Additional Modules – We can expand the training to include additional modules or greater emphasis on:

- Conflict management
- Problem solving techniques
- Communications
- Lean manufacturing
- Quality systems and processes
- And many more

Identifying Future Supervisors and Managers – We have assessment tools to help you take the guesswork out of who to promote to higher leadership positions in your company.

Sustainability Through Follow-on Training – If sustainability is your objective, consider partnering with UTDI to deliver additional training on an on-going basis. Our modules are based on common principles and fit perfectly with the basic team leader training.

Investment & ROI

The investment required will vary with your company's location, the number of participants in each session, and whether you select additional modules or options.

As a result of this training, most team leaders will easily generate a payback greater than your investment by improving productivity, safety, quality and improving morale and attitude. **Our experience is that team leaders are craving this training to help them deal with the challenges and stresses of their position.**

Take action now by calling or emailing (800)622-6437 or (519)685-2116 or info@uniquedevelopment.com