

Course Info

Management Shapers - Managing a New Team Motivational training for managers including managing teams & problem-solving.

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Why Teams?

Duration: 45mins

Overview:

This course looks at the benefits of team work, the types of teams that organisations use and the roles of the team leader and team members. The characteristics required by team leaders are also investigated.

Outcomes:

- ✓ Know the benefits of team work
- ✓ Know different types of teams
- ✓ Know your role in the team
- ✓ Understand the characteristics required as the team leader.

Summary:

- ✓ Advantages of teams
- ✓ Types of teams
- ✓ Roles
- ✓ Leaders
- ✓ Characteristics.

Getting to Know Your Team

Duration: 40mins

Overview:

This course looks at how you can get to know the people in your team, what a team does and how individuals operate within their team.

Outcomes:

- ✓ Be able to get to know your team
- ✓ Understand what your team does
- ✓ Be able to understand how individuals operate
- ✓ Understand the need to observe your team
- ✓ Be able to communicate.

Summary:

- ✓ Meeting your new team
- ✓ Getting to know your team
- ✓ Asking questions
- ✓ Observations
- ✓ 1:1 sessions.

Communication

Duration: 30mins

Overview:

Working relationships depend upon a range of interpersonal communications. This topic looks at both informal and formal communications and their roles in the development of effective working relationships.

Outcomes:

- ✓ Understand the importance of good communication
- ✓ Understand the different levels of communication
- ✓ Know the stages of communication
- ✓ Feel confident to communicate in a variety of ways
- ✓ Understand the different communication styles
- ✓ Become a good listener
- ✓ Be able to manage conflict.

Summary:

- ✓ Thin communications
- ✓ Dense communications
- ✓ Face to face communication
- ✓ Body language
- ✓ Styles
- ✓ Assertive listening
- ✓ Conflict.

Encouraging Participation?

Duration: 45mins

Overview:

Encouraging whole team participation requires application of a range of communication and role specific skills. This topic looks how whole team participation can be encouraged through the planning and management of meetings.

Outcomes:

- ✓ Be able to plan and manage meetings effectively
- ✓ Be able to communicate using role specific skills
- ✓ Understand how to encourage all members of the team
- ✓ Be able to deal with interruptions and aggression.

Summary:

- ✓ Purpose of the meeting
- ✓ Identifying agenda items
- ✓ Identifying location and times
- ✓ Arranging cover
- ✓ Identifying goals
- ✓ Expected behaviour from individuals.

Trust and Motivation

Duration: 35mins

Overview:

This topic looks at how trust and motivation can be developed within teams through the use of techniques and strategies aimed at meeting the needs of the individual, the team and the business.

Outcomes:

- ✓ Understand what trust is
- ✓ Understand what motivation is
- ✓ Know how to develop trust within your team
- ✓ Know how to meet your team's needs
- ✓ Know when to use motivation.

Summary:

- ✓ Trust
- ✓ Motivation
- ✓ Teams
- ✓ Individuals.

Agreeing Team Tasks

Duration: 25mins

Overview:

Organisations contain a complex web of management chains which are based on the delegation of task down to the individuals. This topic looks at empowerment through delegation and how this can be effectively managed.

Outcomes:

- ✓ Understand the benefits of delegating
- ✓ Be able to use delegation effectively
- ✓ Know how to set up a structure
- ✓ Know how to brief your team effectively
- ✓ Understand when and how to give feedback.

Summary:

- ✓ Why delegate?
- ✓ Avoid misunderstandings
- ✓ Supporting the team
- ✓ Avoiding blame.

Establishing Responsibilities

Duration: 20mins

Overview:

Establishing individual responsibilities within a team requires the negotiation, setting and agreement of objectives. To be effective these objectives need to focus not just on the needs of the business, but also the needs of the various team members.

Outcomes:

- ✓ Know what is required to establish responsibilities within a team
- ✓ Be able to set achievable objectives
- ✓ Be able to modify your objectives
- ✓ Understand the importance of involving the team when setting objectives
- ✓ Know how to make your team aware of their responsibilities
- ✓ Be able to involve the team in carrying out a break-down of tasks.

Summary:

- ✓ SMART objectives
- ✓ Performance measures
- ✓ Building careers
- ✓ Structuring tasks.

Creating a Positive Environment

Duration: 25mins

Overview:

Creating a positive environment investigates the team leader's role in creating positive working environment and the effect that the organisation's structure can have on their efforts.

Outcomes:

- ✓ Understand your role in creating a positive working environment
- ✓ Understand how organisational structure can assist or hinder your efforts
- ✓ Know how to avoid office politics
- ✓ Begin to improve your communication skills
- ✓ Know how to create a no blame culture
- ✓ Know what questions to ask in a review.

Summary:

- ✓ Organisational structures
- ✓ Improving communication
- ✓ Action review.