

**Duration** 4 days

### **Overview**

This course aims to give practising or potential team and cell leaders the foundation for their formal development in this role. It will encourage them to focus on the three essentials: themselves, their teams and their customers.

Through a mixture of lecturer input, discussions, exercises and work-related learning delegates will explore these concepts and their importance in their own working lives. Each of the three modules is assessed by means of a reflective review: a series of questions which leads the delegate to consider the topics studied in the light of their own work organisation and team.

The course leads to a nationally accredited qualification.

### **Recommended for**

Staff who are working as supervisors or team leaders or staff who are working towards becoming a supervisor or team leader. Their job title need not include the words “leader” or “supervisor” but their co-workers will look to them for guidance, support and leadership. Team leaders often arise from the group and may need help in adjusting to their new role which requires them to behave differently. This programme will satisfy this need.

### **Objectives**

At the end of the training the delegate will be able to successfully:

- Outline the role of the team leader
- List the responsibilities of the team leader within the team
- Outline the limits of the team leaders authority and their accountability
- Give an example of a situation where they would need to refer to someone with senior authority
- Gather feedback on own performance from different sources
- Interpret the feedback and list areas for improvement
- Prepare an action plan to address weaknesses and improve performance
- Outline the organisations requirements of the team in line with company policy
- Outline the teams objectives in achieving organisational targets



- Explain how the individual performance of team members affects the overall performance of the team
- Identify indicators of underperformance in relation to own team
- Explain the possible causes of underperformance
- List actions that could be taken to rectify underperformance
- Outline a recognised theory of motivation
- Describe actions that can be taken to motivate own team and improve performance linked to a theory of motivation
- Explain the importance of quality to the customer
- Explain the difference between quality assurance and quality control
- Outline a quality system relevant to the Organisation
- Outline a method of monitoring the quality of the team's work
- Outline things the team could do to improve quality
- Describe a way that the team could measure an improvement in quality using the documentation and support provided.

## **Modules covered in this course**

### **8000-250 Developing Yourself as a Team Leader**

- The various roles, functions and responsibilities of a team leader – depending on workplace
- Limits of authority and accountability, and how these are defined
- Personal skills and abilities for effective team leading
- Using reflective learning skills to improve performance
- Areas of strength and possible improvement
- Ways of obtaining feedback from others
- Receiving and responding positively to feedback



### **8000-251 Improving Performance of the Work Team**

- Organisational employment policies, e.g. relating to time-keeping, absenteeism, conduct, level of performance, attitude and behaviour in relation to team member performance at work
- Ways to identify areas of concern or under-performance
- Extent of team leader's authority to address performance problems within organisation's policies and procedures
- Interpersonal behaviour and its impact
- Simple motivation models at work
- Blending personal objectives with organisational objectives
- Using rewards (behavioural) and positive feedback to optimise performance

### **8000-257 Providing Quality to Customers**

- Quality and its importance to customers; difference between quality assurance and quality control
- Simple quality systems relevant to own organisation
- The use of quality standards
- The costs of quality (prevention, inspection and failure)
- Total Quality Management
- Practical steps to quality – team approaches
- Simple tools for quality relevant to the organisation
- Records for maintaining quality



## Schedule

The course will be delivered as follows:

- Induction – ½ day  
Introduction to the course; the ILM; delegates' own hopes and expectations; study skills
- 8000-250 – 1 day
- 8000-251 – 1 day
- 8000-257 – 1 day
- Assessment workshop – 2 hrs  
Delegates should bring their draft assessments for any or all of the three modules together with completed self-evaluation sheets and questions and will receive tutor assistance in bringing these to an appropriate level for submission.

An additional 1 hour per delegate will be included for individual telephone or face-to-face discussion during the course of the programme.

## Timetable

- We run these courses 2-3 times per year each over approximately 6-8 weeks allowing time for consolidation and assessment etc.
- Final dates will be agreed when all delegates have registered.

## Cost

Total cost of the course is £600 plus VAT per delegate.

This includes:

- Registration with ILM for course and module assessments
- Study membership of the ILM for 6 months
- Courseware
- Individual support as described above

