



LEADING High Performance Team

Course Introduction:

No matter how knowledgeable and competent its individual members may be, a dysfunctional team will undermine organisational goals, sap morale and waste effort. This seminar focuses on the critical roles of team leader and middle manager in harnessing their team's potential, and introduces and practises techniques for moving the team to peak performance.

Highlights include:

- Understanding the role of the leader in team performance
- Measuring and managing performance
- Creating a shared team vision
- Harnessing the dynamics of the team
- Optimising team flexibility and commitment

Course Objectives:

- Understanding your role as a leader
- Identifying and leveraging talent within the team
- Engaging and motivating the team with shared vision and values
- Establishing clear objectives and standards of performance for your team
- Measuring and managing team performance
- Managing and using conflict and challenge

Who Should Attend?

Experienced team leaders; junior/middle managers new to their role, or with experience but little previous training.

Course Outline:

Module 1: Teams and their Leaders

- Teams, leaders and managers
- Key leadership tasks
- Influence, authority and power
- Leadership styles and style flexibility
- Self-awareness
- Emotional intelligence and rapport

Module Two: Vision, Direction & Alignment

- Creating a shared vision
- Aims, objectives and goal alignment
- Developing meaningful objectives and indicators
- Divergent approaches to problem-solving
- Communicating a compelling vision
- Delivering challenging messages

Module Three: Team Dynamics

- Team development
- The sociology of the team
- Characteristics of high-performing teams
- Balancing team roles
- Non-traditional team structures
- Delegation and empowerment

Module Four: Developing the Team

- Learning and competence
- Building a coherent team
- Self-managing teams and their challenges
- Coaching, mentoring and self-directed learning
- Feedback and appraisal
- Leveraging team strengths for peak performance

Module Five: Performance & Conflict Management

- Defining performance
- Approaches to measuring team and individual performance
- Performance through the eyes of the customer
- Performance management: science or art?
- Conflict as a catalyst for team development
- Dealing with challenging interpersonal relations

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session