



CERTIFIED TEAM LEADER

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(5 Days Training Course)



Course Outline

The team leadership challenge

- 21st century team definition
- On shifting ground: organizations today
- Skills of effective team leaders
- Characteristics of effective team leaders
- Developing leadership skills
- Leadership styles: self analysis
- Techniques for increasing team effectiveness

Building a high performance team

- Recipe for successful teams
- The teamwork success formula
- The importance of clear goals
- Decisions by consensus
- Clear roles and work assignments
- From involvement to empowerment
- Types of effective teams
- Team development stages

Inspiring teams to better performance

- Identifying team roles
- The Belbin type indicator
- Aligning individual and team motivators
- The values alignment matrix
- Keys to resolving values conflicts
- The motivating mix
- Creating a supportive environment
- Energizing your team

Sustainable strategies for improving team relationships

- Identifying effective communication methods
- Face to face communication
- Team problem solving
- Factors shaping team performance
- Phases of team problem solving
- Tools for making effective team decisions
- The ingredients of effective decision making

The team leader's role in managing change

- Managing change
- Change requires exchange and expanded thinking
- Key factors in successful change
- The change cycle
- The 4 room apartment strategy
- Typical reactions to change
- Helping the team move through change stages
- Handling reactions to change
- Strategies for dealing with change
- The 17 laws of great teamwork