



Leading and Managing Teams

Leadership and Management are two very different (complementary) skill sets that are crucial for people in supervisory and leadership roles to possess if they are to safely guide their teams to the expected destination.

The Proven Group team are excited to offer newly appointed and experienced Managers the opportunity to establish (and reaffirm) these skills within a series of single day professional development sessions.

Each session incorporates key learnings from the Leadership course including a blend of theory and practical coursework that is the trademark style of our course delivery.

Day 1 – Understanding Leadership & Management

The role of the team leader and manager
Leadership and management styles
Giving and receiving feedback

Day 2 – Creating & Communicating Performance Standards

Role Clarity
Performance Counselling
Effective Communication
Time Management

Day 3 – Understanding & Managing Staff Behaviour

Using DISC to understanding behaviour
Using Behavioural profiles in Recruitment
Using DISC in the Performance Management process

Day 4 - Conflict Resolution

Nature and causes of conflict
Conflict resolution Styles
The dialogue approach
Ten steps in conflict resolution

Day 5 – Effective Team Meetings

Understanding & Creating Purpose
Planning and creating objectives
Roles and responsibilities of the Leader