

# Success Strategies for Team Leaders and Supervisors



Organisations that develop their Team Leaders and Supervisors not only receive immediate measureable increases in both productivity and performance, they also enjoy the security of developing their leaders of the future.

## The Outcomes:

The Success Strategies for Team Leaders and Supervisors course from Leadership Management Australia (LMA) will assist newer Team Leaders and Supervisors to develop their leadership and communication skills. It will improve their ability to work with their team to achieve the team's performance objectives and goals. The course is also ideal for those being groomed for promotion to a leadership role.

Participants can expect to:

- Increase confidence in their own leadership skills
- Improve personal and team time management
- Develop effective delegation skills
- Improve their decision making and problem solving abilities
- Improve the team's overall productivity and performance
- Enjoy more effective communication within the team
- Enhance working relationships
- Become more accomplished at leading, managing and motivating individual team members
- Achieve BSB30115 Certificate III in Business upon successful completion of all assessment activities



NATIONALLY RECOGNISED  
TRAINING

**Creating exceptional results through people.**

Go to [www.lma.biz](http://www.lma.biz) for feedback from participants



# Module Content:

## Overview Meeting

- LMA's Unique Learning Process
- Learning Partners' Roles
- Establishing Participant's Course Goals

## Module One

### Accepting the Leadership Challenge

- Introduction
- What is Success
- Developing Personal Motivation
- The Three Types of Motivation
- A Success Formula
- Improving Your Performance Through Prioritising
- Summary
- Workshop Activity
- Plan of Action

## Module Two

### The Importance of Goal Setting, Planning and Prioritising

- Personal and Team Goals
- The Power of Written Goals
- The Principles of Goal Setting
- Achieving the Team and Organisation's Goals
- Prioritising Your Goals
- Workshop Activity
- Plan of Action

## Module Three

### Improving Performance through Better Time Utilisation

- The Nature of Time
- The Value of Time
- Tips for Improved Time Utilisation
- Improving the Team's Time Utilisation
- The Benefits to be Gained
- Workshop Activity
- Plan of Action

## Module Four

### Developing Effective Teams

- Types of Teams
- Your Role as a Team Leader
- The Benefits of Teamwork
- Merging, Adapting and Performing
- The Ten Principles for Developing Effective Teams
- Exercising Authority Within the Team
- Workshop Activity
- Plan of Action

## Module Five

### Mid-Course Review Workshop

- The Purpose of the Mid-Course Review Workshop
- How Safe is Your Workplace?
- Workshop Activity
- Plan of Action

## Module Six

### Implementing the Operations of the Team

- Achieving the Team's Goals
- The Art of Giving Instructions
- The Role of the Team Leader in Problem Solving and Decision Making
- The Nature of Problems and Decisions
- The Eight Step Problem Solving Process
- Qualities That Will Assist You in The Problem Solving Process
- Growing in your Role as Team Leader
- Workshop Activity
- Plan of Action

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### Module Seven

#### Improving Communication and Relationships

- What is Communication?
- The Communication Cycle
- What Influences Face to Face Communication?
- The Four Levels of Communication
- Steps to Achieve More Effective Communication within Relationships
- Positively Handling Problems with People
- Attitudes for Problem Prevention
- The Benefits of Improved Communication
- Workshop Activity
- Plan of Action
- Environmentally Sustainable Workplaces

### Module Nine

#### The Ongoing Challenge – Developing Your People – Part 2

- Your Attitude Towards Training and Development
- The Benefits of Training and Developing People
- Provide Coaching, Training and Support
- The Ongoing Challenge
- Workshop Activity
- Plan of Action

### Graduation

- Individual Presentation of Course Results to Participants
- Team Performance Improvement Plan
- Awarding of Course Completion Certificates

### Module Eight

#### The Ongoing Challenge – Developing Your People – Part 1

- Progress to Date
- Prepare the Way for Empowerment
- Developing Effective Task Transfer and Delegation Procedures
- Delegate with Purpose
- Overcoming Obstacles to Empowerment
- Workshop Activity
- Plan of Action

### Refocus Workshop

- An opportunity for the Participant to reaffirm strategies and evaluate ongoing learning and changes
- Participants report on the outcomes of their Team Performance Improvement Plan
- Participants report on the outcomes of their Environmental Performance Improvement Plan

**There is a wonderful tool. Without it there would be no wheel, no trips to the moon and no internet.**

**Chances are you use one or more in your organisation.**

**Keep it sharp and your business will prosper. Neglect it at your risk.**

**People.**

# The Unique LMA Process:

LMA's unique learning and development process provides skills and competency development as well as permanent behavioural and attitudinal changes for Participants.

To ensure that measurable results and a Return on Investment are achieved:

- Each Participant establishes specific workplace goals for learning and performance improvement in consultation with their manager(s)
- Comprehensive resource material including Manuals (including Digital version), CDs and Plans of Action are provided to the Participant. This enables multi-sensory learning and easy review
- Interactive modules are facilitated in convenient, fortnightly workshops
- Each workshop concludes with application and action steps to produce measurable results back in the workplace
- Participants receive one on one follow up support from the LMA Facilitator/Coach to assist with the assignments, workplace application and the achievement of their goals
- LMA's unique Feedback Online process provides real time assessment of progress
- Participants and Manager/Mentors meet to identify measurable results and Return on Investment in Mid and Post Course Review Discussions
- Participants present their key results and a summary of their accomplishments during the course at a special Presentation/ Graduation Meeting

## Units of competency:

Successful completion of these modules qualifies Participants to achieve BSB30115 Certificate III in Business

- BSBWHS302 Apply knowledge of WHS legislation in the workplace
- BSBCMM201 Communicate in the Workplace
- BSBFLM303 Contribute to Effective Workplace Relationships
- BSBFLM312 Contribute to Team Effectiveness
- BSBSUS301 Implement and monitor environmentally sustainable work practices
- BSBWOR301 Organise Personal Work Priorities and Development
- BSBINN301 Promote Innovation in a Team Environment
- BSBFLM306 Provide Workplace Information and Resourcing Plans
- BSBMGT401 Show Leadership in the Workplace
- BSBFLM311 Support a workplace learning environment
- BSBFLM309 Support Continuous Improvement Systems and Processes
- BSBFLM305 Support Operational Plan

Expected course duration: 28 weeks

BSB30115 Status on National Register: Current