



# SUCCESS STRATEGIES FOR TEAM LEADERS AND SUPERVISORS



## THE OUTCOMES

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 Success Strategies for Team Leaders and Supervisors course from Leadership Management Australasia (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.

# OVERVIEW MEETING

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

## MODULE 01

### ACCEPTING THE LEADERSHIP CHALLENGE

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

## MODULE 02

### 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 03

### 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 04

### 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

## Mid-Course Review and The Work Environment

Review and communicate progress as a team leader: attitudes, action and behaviour.

Behave professionally and ethically in a socially and culturally appropriate manner according to workplace standards.

Evaluate the safety of your workplace in terms of equipment, environment and people (physical and psychological).

Evaluate the legislative requirements on your role as a team leader: Health and Safety, Privacy, Employment Relations, Human Rights, Equal Employment, Anti-discrimination, Resource Management.

### MODULE 06

#### 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

### MODULE 07

#### 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

### MODULE 08

#### 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

### MODULE 09

#### 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

## REFOCUS WORKSHOP

An opportunity for the Participant to reaffirm strategies and evaluate ongoing learning and changes



**Empowered people.  
Better results.**

# 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), Audio 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

## SUCCESSFUL COMPLETION OF THESE 11 MODULES QUALIFIES PARTICIPANTS TO ACHIEVE THE QUALIFICATION LISTED BELOW.

**New Zealand Certificate in Business (Introduction to Team Leadership) (Level 3)**  
NZQA ref 2453 – credits = 48

Graduates of this qualification will be able to demonstrate the following skills.

### TECHNICAL KNOWLEDGE AND SKILLS

- Understand principles for effective team performance
- Develop objectives for a team
- Understand different leadership styles for effective team performance

### PEOPLE SKILLS

- Communicate effectively with stakeholders
- Work cooperatively within a team, and contribute to the achievement of objectives
- Respond positively to diversity within the team

### COGNITIVE SKILLS

- Apply effective problem-solving and decision-making for business purposes

### AFFECTIVE SKILLS

- Demonstrate professional and ethical behaviour, in a socially and culturally appropriate manner. Manage self effectively to contribute to the performance of the organisation

### BUSINESS ENVIRONMENT

- Comply with internal policies, and legislation and other external requirements for business entities

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