Aspiring Leaders – Leading Teams
(Independent Retailers)

Who should attend?
Team Leaders/Supervisors and newly-promoted Store Managers from independent retailers.

Why is this training important?
Team leaders play a pivotal role in the successful running of any organisation. Your leadership style, energy and communication skills have a major impact on your team and ultimately the results they deliver for you and the business. This programme is designed to develop your style, skills and techniques to successfully lead the team through the daily challenges they face. The programme consists of 5 half day interactive workshops which will be workplace relevant.

The programme will consist of the following modules:
- The role of team leader (1)
- Planning and organising the work of the team (2)
- Communicating for impact (3)
- Getting the best from individuals and the team (4)
- Managing performance (5)

Learning Outcomes
By the end of this session delegates will:
- Clearly define and understand their role as a team leader/manager (Module 1)
- Effectively plan, organise and delegate the work of their teams (Module 2)
- Apply impactful communication techniques to suit their team, including giving and receiving feedback (Module 3)
- Coach and motivate, to get the best from their team (Module 4)
- Effectively manage the performance of their team including having challenging conversations (Module 5)

Duration
5 x 0.5 day classroom sessions running over consecutive weeks (1 session per week)
Module 1 – The role of the team leader
- Who are great leaders and what makes them successful
- The role of the team leader
- Attributes of team leaders
- Transitioning from team member to team leader
- Issues and challenges team leaders face and how to overcome these
- Managing people – personality styles

Module 2 – Planning and organising the work of the team
- Methods of planning and organising
- Benefits of planning
- Time management
- Delegation
- Understanding team dynamics
- Gaining commitment and buy-in from the team
- Practical organisation exercise

Module 3 – Communicating for impact
- Practical communication jigsaw activity
- The 3 V’s of communicating effectively
- Questioning skills
- Listening Skills
- Delivering effective feedback
- Practical feedback case studies

Module 4 – Getting the best from individuals and the team
- Leading to achieve results (Skill/Will)
- Motivating staff and creating a positive environment
- Ways to develop your staff
- Coaching in the workplace
- Coaching practice

Participants will be asked to gather real work scenarios of ‘difficult conversations’ that they need to have, have had or may need to have in the future. These may be used as case studies in module 5. This could be a feedback, coaching or managing underperformance conversation.

Module 5 – Managing performance
- Recap quiz
- Introduction to performance management terms and methods
- The team leader’s role in performance management
- Common performance management issues that team leaders face and how to deal with these
- Holding difficult conversations
- Practice difficult conversations

Note: For learning to be effective it is important that participants get the opportunity to apply what they have learned in the workplace. To achieve this, we will be following up with store owners/managers following each module. This will take the form of a postcard with the key areas that the participants will commit to implementing when they go back to work. Store managers/owners will be responsible for following this up to support the individuals in their development.