

Certificate in Leadership & Team Skills

This course provides excellent fundamental training for those aspiring to become new supervisors/team leaders or those who are already in a supervisory role but who have had little or no formal training.

Day 1

Leading Your Work Team to embed digital change:

- Difference between leadership and management
- Understand what leading your team means
- Understand a range of leadership styles

Understanding Digital Change in the Workplace:

- Potential internal and external reasons for change in the workplace
- Team member's attitudes and response to change
- How to overcome the culture and individual barriers to change

Day 2

Workplace Communication:

- Importance of effective communication
- Communication methods and their optimal use, including digital methods
- Importance of maintaining accurate records of communication

Improving the Performance of the Work Team:

- Understanding the organisational goals of the team
- How to motivate the team and team members
- Holding the individual & team accountable for goals and embedding digital applications

Day 3

Developing the Work Team:

- Definition of a workplace team & team structures
- Team roles and responsibilities with implementing new digital/practices
- Simple job instruction techniques

Induction & Coaching in the Workplace:

- Value and benefits of integrating new members into the team
- Understanding coaching best practices
- The value of coaching team members on new technology & sustaining digital applications in the workplace

Day 4

Planning and Monitoring Work:

- Understanding effective planning and monitoring
- Monitoring a team's performance
- Allocating work
- Working within the organisational guidelines
- Effective delegation

Understanding Mental Health in the Workplace:

- Understanding how to be mentally healthy
- Impact of Mental Health issues in the workplace
- Ways to approach team members who may need support building resilience.

Assessment for this course requires a set of short-answer questions to be written following each day of the course and submitted weekly. Delegates will be required to attend all 4 training days.

This training is available through Skills Support for the Workforce (SSW), a programme developed to upskill employees within small and medium-sized enterprises (SMEs) in the West of England (Bristol, North Somerset, & South Gloucestershire), Swindon & Wiltshire, & Worcestershire. SSW is co-financed by the Education and Skills Funding Agency and the European Social Fund. HR Champions Ltd is part of Serco's network of training providers chosen to deliver the training in your area.

