

# Skills and Training



## Team Leader Essentials

*"We are what we repeatedly do.  
Excellence therefore, is not an act but  
a habit" Aristotle*

### Course Content

This course contains essential information from our most popular courses, designed for those leading and managing others in a workplace context. The full day program includes:

- Understanding the role and responsibility of a team leader/supervisor and its contribution to organisational objectives
- Communicating effectively
- Understanding communication and behaviour styles
- Managing performance
- Having difficult conversations
- Leadership styles and situational leadership

### Learning Outcomes

By the completion of this program participants will develop:

- Greater confidence in leading people and teams
- Improved understanding of how to communicate with and engage team members
- Ability to proactively manage performance
- Strategies to more effectively manage their team

- Clear understanding of the roles and responsibilities of team leaders and supervisors and how that relates to organisational objectives

### Who should attend?

This program is suitable for new and emerging supervisors, leaders, managers and team leaders. The program is designed to provide participants with practical skills and improved confidence to manage and lead employees in the workplace.

The program is ideal for individuals who have not undertaken formal leadership or management training.

### Delivery Information

Duration: 6 hours  
Location: State-wide

### Investment

\$ 495 TCCI member  
\$ 745 non-member

### More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery, or email [training@tcci.com.au](mailto:training@tcci.com.au)