



Team Leaders Programme

Practical and interactive leadership and management training for first time managers delivered by Newcastle University



“This is an excellent course, which has been very well organised and is fun to take part in. It's great to find out the theory which corroborates what we do everyday, it's just nice to know that I am doing the right things and it has helped tremendously in building up my confidence.”

MICHAEL HUGHES
Cintra HR & Payroll Services

Overview

Management is a constantly evolving and challenging role. An underprepared manager can lead to low morale, poor efficiency and ultimately, a loss in revenue. The team leaders programme can help newly appointed managers of small to medium sized teams develop and improve their leadership skills. It can also serve as a refresher course for more experienced managers.

The short six day course enables managers to:

- Review their approach, grow in confidence and become inspirational leaders
- Understand team dynamics and improve people, performance and productivity
- Respond more effectively to change by thinking more creatively

Quality and Accreditation

The Course is delivered by highly experienced facilitators with experience of delivering practical training across sectors and in destinations around the world. After every session participants are encouraged to provide feedback that is then used to shape subsequent sessions. As well as being Quality Assured by Newcastle University, the Course is accredited by the Chartered Management Institute. After completing an assignment at the end of the course, participants can be awarded an Introductory Certificate in Management.

Programme Outline 2012

Day 1 - 29 February

Developing Self Awareness

Strengths/weaknesses/needs/drives ✓
Emotional Intelligence ✓ Relationships – individual/collective ✓ Dealing with different points of view ✓ Building on strengths/Developing weak areas ✓

Day 2 - 28 March

Communicating Clearly as a Manager

Importance of clear communication within a manager's role ✓ Differing communication styles/strategies/techniques ✓ Impact of our communication style on others ✓
Listening effectively ✓ Prepare, present and persuade ✓ Personal power and influence – being assertive ✓

Day 3 - 25 April

Getting the Work Done

Prioritising work and organising the team to complete/meet deadlines ✓ Recognising stress and dealing with it ✓ Delegating effectively ✓ Balancing managing people with tasks ✓ Assertiveness/Influencing others ✓ Principles of effective project management ✓ Decision making, Analysis and Problem Solving ✓

Day 4 - 23 May

Supporting the Management of Change

Introducing and leading change ✓ Vision and engagement with the strategy ✓ Obstacles to change implementation ✓ Goal setting – monitoring, evaluating and adjusting ✓

Day 5 - 20 June

Developing People and Performance

Motivating others ✓ Induction – getting started well and keeping it going ✓ Giving Feedback, Coaching and Mentoring ✓
Developing individuals to full potential and continuous improvement ✓ Managing underperformance ✓

Day 6 - 18 July

Building High Performance Teams

Understanding stages of team development ✓ Management and resolution of conflict in teams/across teams ✓ Goal setting and Critical Success Factors ✓ Organisation/Team design ✓ Organisation/Team dysfunction and emotions ✓ Overcoming barriers ✓
Culture of continuous performance improvement and quality ✓

“The training has continually covered all of the aspects of middle management which we wanted our employees to explore, it has been well organised and most importantly it has been fun but also educational for our staff. I would have no hesitation in recommending this course to middle managers in businesses around the country.”

TOM DEEVEY
Managing Director, Bastion Security



About Us

The North Leadership Centre, based in the School of Education, Communication and Language Sciences has strong connections to the University's highly regarded international Business School. Links to both Schools given the Centre access to the most up to date business thinking and research, as well as to the most effective training and teaching techniques. The Centre has run programmes for a wide range of businesses and public sector organisations within the North East region, nationally and internationally.

The Centre is approved to offer Chartered Management Institute qualifications. Please do not hesitate to get in touch if you have any other requirements.

Costs

The cost is £999 for the course. This includes the fee for registration on the Certificate in Management.

Please get in touch for more information about group discounts.

Contact

Kevin James
North Leadership Centre
King George VI Building
Newcastle University
Newcastle upon Tyne
NE1 7RU

Tel: 0191 222 6564
Email: nlcoffice@ncl.ac.uk

For Free Management tips from our experienced trainers go to:

www.northleadershipcentre.co.uk



We would like to thank the following for the use of their photographic material: John Donohue.

Designed by Readysalted Design Ltd www.readysalted.co.uk adapted by Francis Barber, Newcastle University

© University of Newcastle upon Tyne, 2010.

Disclaimers: This brochure is intended as advance publicity for information and guidance purposes only and does not constitute a contract. The matters covered by this brochure are naturally subject to change from time to time.



@NorthLeadership