

# Understanding the Leadership Role

## – Essential skills for team leaders

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*This course is for contact centre and customer service team leaders wishing to develop and enhance their leadership skills.*

*This course is highly practical. It examines a range of leadership skills including motivation, appraisal and dealing effectively with problems in the service team.*

*The course will help you motivate and manage your team to higher performance!*

### Course Objectives

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*By attending, delegates will be able to:*

- ✓ Understand the behaviours of a good leader and develop a balanced leadership style
- ✓ Effectively motivate their team members
- ✓ Use a variety of leadership styles to appraise and address performance shortfalls in others
- ✓ Understand group dynamics and build a high-performance team

### Target Audience

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Customer service supervisors and team leaders wishing to develop their management and leadership skills.

### Duration

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2 days

### Content

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- Understanding the leader's role
- Leadership theories and models
- Action-centred leadership
- Situational leadership
- Leadership style analysis
- Developing a balanced leadership style
- The art of delegation
- Setting effective objectives
- Understanding motivation
- Motivators and de-motivators
- The dimensions of job quality
- Motivating service personnel
- Performance appraisal skills
- Giving feedback
- Responding to poor performance
- Team roles and team dynamics
- Building high performance teams

### Learning Methods

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*This is a highly stimulating classroom-based introduction to leadership.*

*The course is interactive and has a high practical content. It involves syndicate work, discussion and numerous practical exercises.*

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