

Understanding the Leadership Role

– Essential skills for team leaders

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

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

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

Duration

2 days

Content

- 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

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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