

# Effective team leading



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Team Leaders are often required to make the transition from experienced agent to leader, seemingly overnight. However, the foundations of good leadership can require a shift in mindset and the skills required are many and varied. This workshop focuses creating the right behaviours to become an outstanding team leader. The workshop will address how to achieve the best performance from ourselves and others, via effective planning and goal setting, good time management, defusing conflict and increasing motivation.

## BENEFITS TO YOUR BUSINESS

- Trained and skilled Team Leaders create success in the contact centre, having a pivotal role in connecting with the agents and therefore our customers.
- Effective leaders build confidence and become better doers and problem solvers, contributing to shaping high performing teams that increase productivity.
- Leaders' ability to demonstrate the correct values creates a more productive work atmosphere, even under pressure, and a more positive contact centre culture.
- Adept at engaging with others, effective leaders can support team performance day-to-day with a focus on productivity, team morale and wellbeing.
- Increased satisfaction with job performance and their lives in general creates leaders who are better able to manage the pressures of responsibility.

## WHO SHOULD ATTEND?

This course will bring benefits to both newly appointed team leaders and more experienced ones, as well as others aspiring towards a leadership position.

## LEARNING OUTCOMES

**By the end of the workshop you will be able to:**

- Recognise the role of the Team Leader and their influence on team performance.
- Differentiate between leading and managing.
- Identify the components of a great team culture that delivers excellence.
- Explore techniques to enhance self-awareness and Emotional Intelligence.
- Consider others' perspectives and communication preferences.
- Evaluate our personal image and current leadership style.
- Develop assertiveness techniques and strategies.
- Improve time management; prioritising and delegating.
- Create an action plan: to return to your role with a clear vision to lead your teams effectively.



## WORKSHOP OUTLINE

### Qualities of a good leader

Understanding and bringing awareness to leadership, bringing our own style to the Team Leader role and exploring the skills and qualities that make for good leadership.

### The role of Emotional Intelligence

Increasing our self-awareness and developing our Emotional Intelligence to be more effective in our role. Considering our self-image and how we portray ourselves, including elements of our body language, voice and tone.

### Leadership styles

Assessing our own working style and gaining understanding of our preferred approach to leading and managing.

### Communication styles

Exploring communication styles; harnessing the Transactional Analysis model to maximise effective communication and de-escalate challenging conversations. Equipping you with the language and skills to deal with a range of situations and people more effectively.

### Tools to understand team development

Using the Tuckman model to develop your team; understanding how groups develop and exploring the team dynamics at each stage of the process. Identifying team types using the Belbin Inventory and considering how to maximise team roles to drive performance.

### SWOT

Identifying the strengths and opportunities you have as a group of Team leaders to influence the contact centre; creating an effective team culture, dealing with changes, increasing workplace wellbeing, etc. Analysing and mitigating against the weaknesses and threats you identify, and ultimately creating an action plan for success.

