



L3 Team Leader/Supervisor Skills Bootcamp Training Programme



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The role of the team leader or first line manager is key to the success of all businesses. Many have risen through the ranks with limited or no training at all in what it takes to lead, manage, support, and motivate others. Team Leaders are those with the closest relationship to those on the ground delivering departmental services, they are the ones responsible for ensuring the team effectively carries out their duties in line with organisational expectations meaning their role is critical; if they are not effective, they will negatively impact employee morale which can lead to poor retention and poor departmental service delivery.

Recent events have shown that a high percentage of employees have left their organisation because of the person they report directly to. They say their team leader or supervisor had poor communication skills, an inability to handle difficult situations and manage conflict, and struggled to moving from 'one of the team' to 'leading the team'.

This is supported with the 2023 CMI report stating, 'we have a workplace culture rife with accidental managers - people who find themselves in the job but without the training to help them to succeed'.

If you have current or aspiring team leaders in your organisation, then this highly engaging training programme is ideal for them. Programmes are tailored to the individual developmental needs of each learner and all projects are based on real work activity, meaning their learning is fully aligned to what you need of them day to day.

Skills Development Stages

Weeks 1-4

Stage 1: Learning to Lead

- ♦ The roles and responsibilities of a first line manager
- ♦ Developing professional relationships and setting professional boundaries
- ♦ Communication skills and managing conflict

Week 5-8

Stage 2: Supervising and Managing Others

- ♦ Managing the performance of individuals
- ♦ Resilience, Time Management and Effective Delegation

Week 9-12

Stage 3: Supporting the Organisation to Grow

- ♦ Championing change and workplace project

Week 13-15

Stage 4: Career Advancement

- ♦ Career and Personal Development
- ♦ Supervisory performance observation

Delegate Programme Support Includes

- ♦ Dedicate Growth Coach for 1-2-1 coaching and mentoring
- ♦ Practical workshops for real work action planning
- ♦ Additional team leader resources for targeted personal development
- ♦ Supervisory practice observation and feedback
- ♦ Career development advice
- ♦ Well-being support

Organisational Programme Support Includes

- ♦ Work with our senior executive coaches to enable UTS to understand your organisational goals and the skills needed across your leadership workforce for bespoke programme and project design.



Programme Benefits

Your team leaders will be able to:

- ◆ Step away from being one of the team to leading the team
- ◆ Communicate effectively
- ◆ Manage conflict
- ◆ Build professional relationships
- ◆ Motivate and inspire others
- ◆ Set clear boundaries, goals, and expectations
- ◆ Manage own time effectively
- ◆ Know when to 'do' and when to 'delegate'
- ◆ Solve problems
- ◆ Role model organisation values and purpose
- ◆ Demonstrate accountability
- ◆ Demonstrate resilience
- ◆ Embrace and promote change

Funding and Cost Contributions

This programme is funded through Hertfordshire County Council to support those who live and/or work in this region.

- ◆ For those who are a self-referral, unemployed or self-employed, the programme is fully funded.
- ◆ SME's 10% contribution to the costs
- ◆ Large Employers 30% contribution to the costs

Getting Started

To find out more about this Skills Bootcamp and obtain enrolment and programme start dates, please contact Hannah Appleby – hannah@uniquetrainingsolutions.co.uk or 01727 733999.

Skills Bootcamps are part of the Government's Lifetime Skills Guarantee.



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