

Roles and responsibilities of team leaders

Learning objectives

At the end of this course the participants should be able to:

- Situate the role of the team leader in relation to the mission of the organization;
- Clarify their responsibilities towards the organization, the managers and the employees;
- Understand their role with respect to target dates, to quality and to planning in the production process;
- Understand their role in relation to supervision, to management assistance and to control;
- Distribute tasks equitably while taking into consideration the competencies of the employees and the priorities of the organization;
- Develop a methodology for following the work done so as to contribute facts to managers in the performance appraisal process;
- Distinguish between facts and personal interpretations in the appreciation of the work done by their collaborators;
- Understand the concept of leadership;
- Distinguish between the different types of leadership;
- Understand how the leadership style and the maturity of the team members can influence behaviour and ultimately, the results of the organization in different situations;
- Understand the different modes of functioning of individuals;
- Use their knowledge of the modes to improve their interpersonal relationships with collaborators;
- Improve their communication skills;
- Reflect on the importance of good listening;
- Understand the steps in team building;
- Identify the roles of team members so as to facilitate an approach of complementarity;
- Understand the concept of empowerment and how it can be applied in the workplace.

Content

The content of this course can vary in response to the different needs of clients. The course may include:

- A clarification of the mission of the organization;
- The importance of uniform application of norms in the organization of control processes;
- The responsibilities of a team leader;
- The role of a team leader in relation to production, supervision, task distribution, leadership and training;
- The role of a team leader in the performance appraisal process;
- The difference between facts and personal interpretations in the analysis and evaluation of results achieved;
- The modes of functioning of individuals;
- The elements that contribute to effective interpersonal communications;
- Communication strategies that take into account and that respect different modes of functioning;
- The characteristics and the importance of listening with empathy;
- The importance of coherence in interpersonal relationships;;
- The importance of clarifying the issues in the context of difficult interpersonal relationships;
- Empowerment – what is it and what is its role in organizations;
- The essential principles for effective teamwork;
- The elements that contribute to effective teamwork;
- Interpersonal relationships in teams – elements to be aware of.

Course participants and duration

This two day course is normally given to groups of 8 to 12 team leaders from the same organization. Since different clients' needs vary, we can adapt the schedule, the content and the learning activities so as to respond to specific needs.