

# Team Leaders Programme

Practical and interactive  
leadership and management training for first time managers  
delivered by Newcastle University



# Overview

Management is a constantly evolving and challenging role. An underprepared manager can lead to low morale, poor efficiency and ultimately, a loss in revenue. The team leaders programme can help newly appointed managers of small to medium sized teams develop and improve their leadership skills. It can also serve as a refresher course for more experienced managers. The short six day course enables managers to:

- Review their approach, grow in confidence and become inspirational leaders
- Understand team dynamics and improve people, performance and productivity
- Respond more effectively to change by thinking more creatively



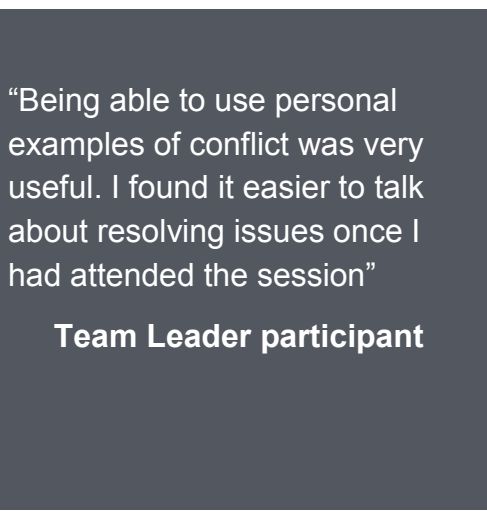
“This is an excellent course, which has been very well organised and is fun to take part in. It’s great to find out the theory which corroborates what we do everyday and it has helped tremendously in building up my confidence.”

**Michael Hughes**  
**Cintra HR & Payroll Services**



# Quality and Accreditation

The course is delivered by highly experienced facilitators who provide a very practical and interactive approach to training across sectors and in destinations around the world. After every session participants are encouraged to provide feedback that is then used to shape subsequent sessions. As well as being Quality Assured by Newcastle University, the Course is accredited by the Chartered Management Institute. After completing an assignment at the end of the course, participants will be awarded a qualification in First Line Management.



“Being able to use personal examples of conflict was very useful. I found it easier to talk about resolving issues once I had attended the session”

**Team Leader participant**



“I feel I have learnt a lot and been shown new perspectives on things I already know. A fascinating day’s learning”

**Team Leader participant**



# The Six Modules

## Day 1 - Developing Self Awareness

Strengths/weaknesses/needs/drives ✓  
Emotional Intelligence ✓ Relationships –  
Individual/collective ✓ Dealing with different  
points of view ✓ Building on strengths/  
Developing weak areas ✓

## Day 3 - Getting the Work Done

Prioritising work and organising the team to  
complete/meet deadlines ✓ Recognising stress  
and dealing with it ✓ Delegating effectively ✓  
Balancing managing people with tasks ✓  
Assertiveness/Influencing others ✓ Principles of  
effective project management ✓ Decision  
making, Analysis and Problem Solving ✓



## Day 5 - Developing People and Performance

Motivating others ✓ Induction–getting started  
well and keeping it going ✓ Giving Feedback,  
Coaching and Mentoring ✓ Developing  
individuals to their full potential ✓ Continuous  
improvement ✓ Managing underperformance ✓



## Day 2 – Communicating Clearly as a Manager

Importance of clear communication within a  
manager's role ✓ Differing communication styles/  
strategies/techniques ✓ Impact of our  
communication style on others ✓ Listening  
effectively ✓ Prepare, present and persuade ✓  
Personal power and influence –being assertive ✓

## Day 4 - Supporting the Management of Change

Introducing and leading change ✓ Vision and  
engagement with the strategy ✓ Obstacles to  
change implementation ✓ Goal setting –monitoring,  
evaluating and adjusting ✓

## Day 6 - Building High Performance Teams

Understanding stages of team development ✓  
Management and resolution of conflict in teams/  
across teams ✓ Goal setting and Critical Success  
Factors ✓ Organisation/Team design ✓  
Organisation/Team dysfunction and emotions ✓  
Overcoming barriers ✓ Culture of continuous  
performance improvement and quality ✓

## About Us

The North Leadership Centre, based in the School of Education, Communication and Language Sciences (ECLS) has strong connections to the University's highly regarded international Business School (NUBS). Links to NUBS and ECLS gives the Centre access to the most up to date business thinking and research, as well as to the most effective training and teaching techniques. The Centre has run programmes for a wide range of businesses and public sector organisations within the North East region as well as nationally and internationally. The Centre is approved to offer Chartered Management Institute qualifications. Please do not hesitate to get in touch if you have any other requirements.



### Costs

The cost is £999 for the 6 day course. This includes the fee for registration on the Certificate in Management.

We have a limited number of scholarships and business vouchers that you might be entitled to, please get in touch for more information.

Please get in touch for more information about group discounts.

North Leadership Centre  
King George VI Building  
Newcastle University  
Newcastle upon Tyne  
NE1 7RU

Tel: 0191 208 8455

Email: [nlcoffice@ncl.ac.uk](mailto:nlcoffice@ncl.ac.uk)

 @NorthLeadership



For Free Management tips from our experienced trainers go to:

[www.northleadershipcentre.co.uk](http://www.northleadershipcentre.co.uk)

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