

“Don’t tell people how to do things, tell them what to do and let them surprise you with their results.”

George S. Patton

Introduction to Leadership

Providing positive direction & guidance to lead your team to success

exceeding expectations

Mitchell Personnel Solutions

Program Outline:

This one day program is designed for team leaders undertaking a management role within an organisation.

During this course you will learn about:

- Delegation techniques
- Communication skills
- Time management
- Decision making
- Individual and team motivation
- Encouraging teamwork

Leadership at any level is critical to all organisations. It is important to understand the role of a leader and have the confidence to lead a team effectively.

At the end of this course you will:

- Understand and implement positive and constructive feedback
- Know how to communicate clearly and effectively with your team
- Know how to make concise and timely decisions
- Have the confidence to lead your team
- Know how to exercise influence as a team leader
- Formulate a personal action plan for developing effective leadership skills
- Use delegation techniques to effectively distribute tasks and develop staff
- Use ‘Maslow’s Hierarchy of Needs’ to understand motivating factors and how to apply them within the workplace

This program is a must for anyone either new to the leadership role, or those wanting to improve and update their existing skills. Lead with confidence!



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