



Essentials of Team Management

This seminar is specifically developed for L'Oreal-Africa, Orient, Pacific Region

Introduction

This programme is designed to provide a training platform for supervisors and junior managers who are not at the level that qualifies people to attend the "Transition to Team Management" (TTM) seminar, developed by L'Oreal in Paris, and rolled out world-wide.

With this programme (Essentials of Team Management) L'Oreal now has the capacity for staff to be trained in team management at lower levels, and then to progress to TTM when they reach middle management.

It should be noted that while this seminar does not duplicate anything that is covered on the TTM programme, it does provide managers with the essential know-how for managing a team, without which outstanding, sustainable results are not possible.

Duration

3 days, with evening assignments.

Who Should Attend

Supervisors and junior managers who manage a team of people.

Pedagogical Approach (Method Employed)

The approach employed is exactly the same as that of the TTM namely:

- sharing ideas and best practices with peers;
- learning with a professional coach who is committed to helping participants develop their talents and sharpen skills;
- providing the opportunity for self-discovery;
- to serve as a basis for formulating action plans.

Course Content and Objectives

The "Essentials of Team Management" seminar comprises five sessions, namely:

Session 1: Characteristics of a Good Manager

This session is an introductory one where participants will become familiar with the five characteristics that differentiate a good manager from a less effective one.

Session 2: Self-management

One of the essential characteristics of an effective manager and team player is the ability to manage oneself. In this session participants will:

- be presented with the two qualities that are essential for success;
- understand the two laws that govern all achievement;
- be given four guiding principles for taking control of their lives;
- learn how to neutralise negative feelings;
- know how to set goals in six major dimensions of life for balanced living;
- be provided with three steps for achieving personal and business goals.

Session 3: Building a Team

By the end of this session participants will:

- understand why working as a team will produce far better results than any person working on his/her own. The benefits of teamwork will be clearly established;
- have identified the values common to high performance teams and those that damage or destroy teamwork;
- understand why teams need managers and what must be done to create an environment that motivates people to support and collaborate with one another.

Session 4: Formulating Action Plans

By the end of this session, participants will be able to develop Action Plans for managing projects. An Action Plan comprises:

- specific objectives;
- a Programme of actions or strategies needed to achieve objectives;
- Accountabilities (who is responsible for each action)
- a Schedule or time frame for each action.

Session 5: Maintaining Effective Controls

After this session participants will know how to:

- develop appropriate check lists to track, and keep in touch with requirements and work-in progress;
- apply appropriate practices for maintaining control and accountability, while allowing staff the freedom to express themselves appropriately.

Session 6: Dealing With Difficult People

During this session participants will learn how to:

- recognise and describe the characteristics of a bad attitude;
- understand how negativity impacts relationships and performance;
- use a 5-step process for dealing with difficult people.

SETA Accreditation

Company Seta Accreditation Number : 0879



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