

Team Leader Essentials PLUS

Course Content

This course combines Leadership Essentials PLUS and Having Difficult Conversations.

Not a pre-requisite, however this workshop builds on the Leadership Essentials workshop, exploring in further detail the DISC behaviour and communication strategies and includes an individual DISC assessment.

DISC is an internationally recognised and validated personal assessment tool used to improve work productivity, teamwork and communication. It is non-judgemental and helps people discuss their behavioural differences.

All participants will undertake a 15-minute online assessment prior attending and will be provided with a detailed report about their personality and behavioural styles.

One of the major causes of workplace issues is the tendency to avoid difficult conversations or providing others with constructive criticism/negative feedback. This workshop aims to provide supervisors, managers and leaders with the knowledge and skills to have difficult conversations in the workplace.

Using personalised DISC profiles, participants will increase their self awareness and understanding of how others perceive them to improve their communication in the workplace.

Learning Outcomes

By the completion of this program participants will develop:

- Increase self-knowledge: how you respond to conflict, what causes you stress and how you solve problems, how you are perceived by others?
- Facilitate better teamwork and minimise conflict through improved communication
- Develop stronger relationship with team members by identifying and responding to individual styles
- Modify own behaviour appropriately to improve interactions
- Understand communication process
- Using empathy to adapt your message
- Understand communication styles
- Adapting the message to suit the audience
- Increased confidence to address issues
- Structured approach to holding discussions

Who should attend?

This course is suitable for supervisors and managers who would benefit from understanding their own and others preferred communication and behavioural styles in order to improve team communication.

Each participant will receive a detailed report which includes:

SAMPLE REPORT

- General characteristics
- Value to the organisation
- Checklist for communicating
- Ineffective communication
- How others perceive you
- Adapting your style
- Areas for focus
- Keys to motivating and managing
- Action plan

Delivery Information

Duration: 6 hours
Location: State-wide

Investment

\$ 495 TCCI member
\$ 745 non-member

More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery, or email training@tcci.com.au