

## Team Leader programme

### What does the programme entail?

- An application process
- A six month programme containing:
  - Analysing and reviewing the importance of giving and receiving feedback
    - Creating an effective personal development plan
      - How to inspire ownership
      - How to delegate effectively
    - Understanding different behaviour types
    - Understanding different leadership styles
  - Establishing tools and technology available to help support your role
- How your performance on the shop floor can have a direct impact on your team's performance
  - How to promote a positive culture in your team
  - How to review your tasks through a customer's eyes
    - Final presentation and sign off

### Testimonials

*"Becoming a team leader has helped me in lots of areas in developing my career. I have the responsibility to delegate tasks to team members which enables me to concentrate on other issues. I can direct workflow, manage any targets set out by the company and provide feedback to the team on both an individual and team basis. I'm able to guide my team and train them in all areas and be there to support them when it's needed." -*

Sharon, Team Leader Home Department