

IFF TV 103 /EN

TEAM LEADER DIMENSIONS



TARGET AUDIENCE

- Operational manager of a team entering a managerial function for the first time (recommended within 6 months of taking up the position);
- team leader already in place with a desire to progress.



GOALS

- Train in the fundamentals of local management by acquiring the basic skills of team management in its various dimensions.



PREREQUISITES

None.



EDUCATIONAL MODALITIES

Active and offbeat teaching, real life scenarios for participants, practical cases and use of visual management.



DURATION: 2 DAYS



PROGRAM

- ME AS A TEAM LEADER: Understand what a team is, what it means to "manage" a team and identify "management" styles;
- LEADING A TEAM: Being successful together, the pillars of team spirit, knowing how to communicate and lead your team. Knowing how to bring about change.
- CONTRIBUTE TO THE DEVELOPMENT OF AGENTS: Diagnose, support and motivate employees, detect weak signals and act accordingly.
- CONTRIBUTE TO EVERYDAY MANAGEMENT: Identify your role in the global chain, work on interfaces and manage your team on a daily basis.
- KNOW HOW TO DEAL WITH DIFFICULT SITUATIONS: Rely on peers to better prepare and act in complex situations, prevent and manage conflicts and identify and act on the sources of conflict.

• **Level 2 assessment:** Skills assessment acquired at the end of training ➔ **No**