

In today's business, the team leader is the main link between the organization's goals and the people who are responsible for the daily activities that make those goals a reality. Because of the necessary and integral role that this position plays, it is obvious that good team leaders are key to the success of any organization.

Many everyday decisions required within this role affect profits, productivity, service levels, as well as attitudes and morale. With a role and function of this magnitude, it would seem logical that the process of becoming a team leader would require years and years of training. However, most team leaders have had little or no training in the required skills. Almost universally, today's team leaders are men and women who have been promoted from being a superworker to being a team leader.

## **A Process for Results**

The Team Leadership process makes team leadership development not only possible, but also eminently profitable. Individually, each team leader reflects the proficiency of a specialized knowledge which creates a powerful force that assures the achievement of organizational goals through its people.

## **Essential Elements**

### **Attitude Development:**

Attitude is the basis of all individual behavior. The effectiveness of team leaders will depend upon their behavior in a given situation. Improved results and productivity begin by developing the attitudes that govern positive behavior.

### **Behavior Management Skills:**

Better than 50% of a team leader's time is spent managing other people. To be effective in this role, it is important that the individual develops the skills necessary to effectively communicate and maximize productivity.

### **Goal Accomplishment:**

A team leader not only sets goals, but also needs to determine how they will be achieved, what obstacles must be overcome in the process, and the timeline necessary. The Team

Leadership process provides a proven goal accomplishment model that can be immediately applied to any organization.

## **Critical Issues Covered Within this Process**

- The Roles and Functions of a Successful Team Leader
- Organizational Goal Setting
- Developing Confidence
- Managing and Controlling Your Use of Time
- Creating and Managing Performance
- Creating an Environment for Growth
- Techniques for Better Training
- Conducting the Evaluation
- Taking Corrective Action
- The Disciplinary Interview
- Decisions, Habits, and Attitudes
- Making Quality Decisions

## **The Results Are Measurable**

- Dynamic Teams
- Lowered Cost of Doing Business
- High Performing Individuals
- Motivation to Accomplish Organizational Goals
- Increased Revenues
- Increased Profitability

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