



With a creative and flexible approach to our clients' training & development needs, Crownship has moved from strength to strength in the last 20 years.

The company employs specialist trainers and assessors from all walks of life. With proven corporate success prior to joining Crownship, they have a wealth of knowledge, skills and expertise to share.

We are proud to hold the Customer First kite mark, a recognition of our ongoing commitment, dedication and relationship with all our customers

Crownship's small-company ethos means it remains completely flexible in its product design and personal service, without compromising on quality, innovation and professionalism.

We continue to maintain partnerships with institutions such as Boston and Hull Colleges, and pave the way with initiatives such as Train to Gain, Job Centre Plus and Business Link. Working with large companies such as Scottish & Southern Energy, Coca-Cola, Muller Yoghurts, Ideal Standards and BAE, we continue to innovate through the competitive world of training & development and be a name in which to trust.

With a Technical Training Centre in Hull, Crownship offers a range of highly specialist trade courses and from its head office in North Lincolnshire, they offer continuous professional development solutions.

Offering anything from plumbing, electrician and refrigeration training right through to 90minute soft-skill sessions, management development or business coaching, Crownship Developments Ltd will be able to take your learning & development needs, and create a solution tailored exactly for you.

Developing People, Developing Businesses...



Award in Team Leading

Overview

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Approved
Centre

Give your practising and potential Team Leaders the skills, knowledge and understanding to excel in today's competitive environment.

The **Level 2 Award in Team Leading** will develop your Team Leaders in order to succeed within the competitive world of Line Management. Focusing on best practice and practical solutions, this flexible programme blends distance learning, personalised 1-1 coaching and group workshops to ensure all candidates achieve a level of learning which is tailored just for them.

This qualification is intended for new or practising Team Leaders and will provide the foundation knowledge to become a successful people and business leader. With emphasis on communication, developing others and self-awareness techniques The Award in Team Leading will build confidence, increase knowledge and produce visible results straight away.

How and what will I learn?

The programme is broken down into a number of modules:

Module 1 – Developing yourself as a Team Leader

Module 2 – Delivering effective workplace communication

Module 3 – Planning & monitoring work activity

Module 4 - Motivation

Each module will have an interactive, practical and motivational workshop to attend and there will be a small number of assignments to complete over the duration of the programme.

How can I find out more?

Speak to one of our Management Specialists to gain a quote fully tailored for your individual or company requirements.

Your professional development starts here

Award in Team Leading

Module specification

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Introduction Workshop

Discuss & agree individual learning objectives

Understand the course content, structure and expectations

ILM membership & its benefits

Module 1 **Developing yourself as a Team Leader**

The role, responsibilities and functions of a Team Leader

Your personal skills for effective Team Leading

Identifying your strengths and development areas

Using and receiving feedback positively

Action planning

Module 2 **Delivering Effective Workplace Communication**

The Communication process

Barriers to communication and how to overcome these

Methods of communication – which one to choose?

Non verbal communication – reading the signs

Module 3 **Planning & Monitoring Work**

Setting SMART objectives in line with company and customer specifications

Working with an organisations' objectives, policies, procedures and targets

Overcoming problems with achieving objectives, policies, procedures and targets

Simple techniques for scheduling work

Monitoring actual performance levels

Module 4 **Motivation**

Balancing the company's performance requirements in relation to individual employees.

Simple motivation techniques and theories

Identifying and helping under-performance