

# Developing top talent



# UCADEMY

**LEVEL UP**

## Team Leader Development Programme

### PURPOSE OF THE PROGRAMME

We recognise that having equipped and skilled Team Leaders is currently a gap within the industry. Team Leaders that are unskilled or not equipped to lead their teams directly impacts the level of employee engagement, as well as the ability to achieve team and organisational goals. This makes the role of the Team Leader a pivotal role for operational success.

The Ucademy Team Leader Development Programme equips the Team Leader with leadership practices and standards to effectively lead people and drive business results in a contact centre environment.

### HOW DID WE APPROACH THE DESIGN



We completed a number of Discovery Workshops with top performing team leaders, had 1-on-1 interviews with Senior Management, carried out international research and benchmarking and sent out surveys to Agents, Team Leaders and Senior Management to complete.

The results drove the design of the TLD Journey Solution.

### CAREER PROGRESSION THROUGH THE PROGRAMME

The Team Leader Development Programme is our commitment to developing top team leader talent. The programme has specific milestones to mark the Level Up career progress.

The Team Leader Development Programme consists of three levels as the learner takes his/her career as a Team Leader to the next level:

1. Step In = To Equip HiPo (High Performing) Agents and new Team Leaders with the Essentials
2. Excel = To Develop Team Leader Capabilities
3. Level Up = To Empower HiPo Team Leaders with Operations Managers Essentials



**Step In**

Equip HiPo Agents and new Team Leaders with the Essentials

Fundamentals:

- 5 People Promises
- Coaching Principles and Practices
- Lean Six Sigma



**Excel**

Develop Team Leader Capabilities

Personal Effectiveness:

- Problem Solving
- Communication

Delivery Excellence:

- Performance Drivers
- Relationship Building with Clients
- Time Management

People Management:

- Positive Work Environment
- Goal Setting & Effective Feedback



**Level Up**

Equip HiPo Team Leaders with Operations Manager Essentials

Future Fit:

- Change Leader
- Being a Partner
- Leading for Impact
- Creating a Personal Impact
- Financial Acumen

### BENEFITS OF THE PROGRAMME

The BPO Sector is one of the largest growth sectors in the South African economy contributing significantly to job creation for youth and skills development for sustainable careers in specialist areas. Developing managerial and leadership skills creates the environment to grow skills across levels and domains of expertise.

**1** Team Leader roles within the BPO sector provide access for young South Africans into skilled managerial roles and careers.

**2** The Team Leader Development Programme develops individuals holistically to excel in life and work acting as critical role models of success for others to aspire towards.

**3** Successful Team Leaders will be given the opportunity to articulate into one of the five Ucademy accredited qualifications.

**4** The Team Leader Development Programme is aligned to the NQF framework and aims to provide articulation opportunities into further education and training for individuals who would otherwise not have access to formal learning opportunities.



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