

TEAM LEADER DEVELOPMENT

UNLOCK YOUR CAREER POTENTIAL

OVERVIEW

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.



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LEVEL UP



OBJECTIVES

1. Step In = To Equip HiPo (High Performing) Agents and new Team Leaders with the Essentials

- **Fundamentals:**

- Drive the 5 People Promises successfully within a team
- Have impactful coaching conversations
- Identify areas to improve by systematically removing 'waste'
- Use EQ in my day-to-day dealings

2. Excel = To Develop Team Leader Capabilities

- **Personal Effectiveness:**

- Identify the problem and its root cause, generate different solutions for it and be able to identify the best solution amongst them
- Create impactful communications and build long lasting inter-personal relationships

- **Delivery Excellence:**

- Identify metrics and indicators of performance and how it is impacted
- Establish rapport with clients and deliver upon their expectations. How to handle deviations encountered in the process
- Manage time more effectively to ensure impact within the team
- Create presentations with impact

- **People Management:**

- Manage the intricate relationship between attrition and motivation
- Set goals, identify development needs, provide effective feedback and manage under performance

3. Level Up = To Empower HiPo Team Leaders with Operations Managers Essentials

- **Change Leader:**

- Understand the response to change with a brief description of each step
- Identify key activities and roles needed to deliver a change and prepare a good plan for change implementation
- Recognise ways to engage and involve people during the change process through different types of engagement meetings
- Understand the concepts of evaluating the post-delivery phase

- **Being a Partner:**

- Probe to understand the stated and unstated expectations of the client
- Develop a relationship of trust with the client – build credibility
- Identify opportunities for delivering value for the client
- Become agile and responsive in meeting client needs even under changing conditions



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OBJECTIVES (Continued)

- **Leading for Impact:**
 - Set clear accountability with team members and ensure people deliver upon them
 - Foster team spirit amongst members
 - Use levers for engagement effectively to retain people and enhance their engagement with the organisation
 - Develop people based on their roles and learning needs
- **Creating a Personal Impact:**
 - Use effective communication to suit audience and messages to be delivered
 - Demonstrate professional maturity and managerial discretion in communication – know what messages to communicate to different stakeholders and how to do the same
 - Influence using different styles
- **Financial Acumen:**
 - Enable participants to read and interpret a P&L statement
 - Effectively use financial ratios in decision making
 - Understand the various business cycles and their implications on business
 - Recognise the importance of working capital/velocity of money and how it affects business



DURATION

- Estimation: 1 month per module
- 8-12 months for full completion including final assessment presentation



TARGET AUDIENCE

- HiPo Agents
- Existing and new Team Leaders



BATCH SIZE

- 8-12 for F2F classes
- 20-30 for Virtual classes

BENEFITS

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.

Some of the immediate benefits of this programme, can be found in the following areas:

- Increase productivity through driving performance
- Increase employee engagement and reduce staff turnover
- Nurture future leaders
- Improve their managerial skills and abilities
- Improve time management and effectively manage change
- Improve relationships with customers

CONTENT SPLIT

- Pre-Course Reading
- Classroom Training
- Workplace Application
- Peer-2-Peer Discussions
- Formal Assessment Process
- Learning Transfer Toolkits (HRBPs and Managers)

RECOMMENDED LEARNING RESOURCES

N/A



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