

ENROL NOW



SOA TEAM LEADER SKILLS

Face-to Face, Online or Blended Learning options

OVERVIEW

Lead for effective growth- drive your business to the next level. Create effective operational plans with successful implementation procedure. Using the latest neuroscience techniques improve your communication skills, learn how to handle conflict and become a more effective leader.

WHO IS THIS FOR?

- Business owners
- Branch managers
- Department leaders
- Anyone in a supervisory role

WHAT WILL I LEARN?

- Performance monitoring systems and processes
- Organisational policies and procedures relate to the operational plan.
- How work relationships, and the cultural and social environment, can support or hinder achieving planned outcomes
- Techniques for developing positive work relationships and building trust and confidence in a team including interpersonal styles, communications, consultation, cultural and social sensitivity, networking
- The impact of legislation and organisational policies on workplace relationships
- A range of methods and techniques for communicating information and ideas to a range of stakeholders
- Problems solving methods
- Methods to resolve workplace conflict
- Methods to manage poor work performance
- How to monitor, analyse and introduce ways to improve work relationships.

Contact Tanya Vitellaro for
our Delivery Options &
Availability
tanyav@ism.edu.au
0450 766 771