

Program Background

Having sound industry experience and technical abilities is often the reason people get promoted into management roles. They're good at their jobs and they get 'along with people'. Unfortunately often companies overlook one important step; providing new managers with a 'tool box' of skills and strategies to be truly effective in managing a team of people.

To be an effective Team Leader they have to not only manage their time but others. They need to communicate clearly tasks to be delegated, responsibilities to be shared and outcomes to be achieved.

If you invest in training when introducing new technology or equipment in the workplace; then think about the benefits of investing in training Team Leaders to ensure you have a productive, motivated team that performs and contributes to high levels of customer satisfaction.

The Team Leadership Training focuses on developing knowledge and awareness on what is essential not only for a team leader to be effective at his or her job; but also on how to gain the very best from each team member; achieve team and company goals and gain solid customer relationships.

Program Delivery

The program focuses on learning through participation and is facilitated by Julie Bevan. Julie uses her experience and knowledge as a general manager plus her Customer Relationship Management (CRM) expertise to focus on increasing productivity, developing positive relationships and building trust.

We understand that setting aside time to attend training is a difficult challenge for companies; particularly with deadlines, competitive situations and tight budgets. We offer flexible training sessions to fit in with your operational hours and cashflow.

Key Outcomes

The desired outcomes for participants include:

- Increased **confidence** in their role as a team leader
- Improved understanding of how to best **manage** their **time**
- New appreciation of the **appropriate** use of different **communication skills**
- Increased awareness of their responsibility to **build trust**
- Improved understanding of how team actions and attitudes impact on the **customer experience**

What our customers say...

"Julie was exceptional in her service, from the initial meeting to identify what areas we needed to focus on, to the face to face Training and beyond. We needed someone that would tailor the Training materials to our industry. Julie spent time learning our business to achieve the best possible outcomes from the Training. We needed flexible times and dates for the Training and this was done with ease. I found Julie to be a proactive, solution focused trainer, one that I have recommended to other business colleagues. "

Belinda Stevenson
General Manager
Quest Newcastle

Facilitation Services (Optional)

Companies look at training and developing key personnel for a variety of reasons. They may include concerns with overall company performance; customer complaints; rapid growth; seeking a new vision and direction. In our experience, getting a cross-section of staff, managers and executives together for a Facilitation Session delivers a host of benefits. In the first instance people feel more valued when their input is sought, issues are brought to 'the surface' in a safe environment and it becomes clear on what the priorities are and who would benefit most from participating in training. Warning: The results of Facilitation Sessions also can bring about surprises!

To arrange a FREE one hour consultation please call Bevan and Associates on **4957 9074** or visit www.bevan.net.au.