



People Skills for Team Managers & Leaders

What you'll learn

- ✓ About the Course
 - ★ Summary of course objectives, and yours too
- ✓ Setting SMART Goals
 - ★ Use SMART methodology to set goals that help you succeed
- ✓ Trust and How to Build It
 - ★ Build trust with your team to boost their engagement
- ✓ Assertiveness and Managing Anger
 - ★ Use assertive behaviour and deal with anger
- ✓ Managing Conflict & Difficult People
 - ★ Master the skills to handle conflict and difficult employees
- ✓ Next-Steps
 - ★ With the course now complete, where do you go from here?

What does our Team Management People Skills course cover?

You'll Never Manage a Team Without People Skills!

This course has been designed for team leaders, line managers and staff supervisors, whether they are new or experienced in the role.

You'll get a great view into dealing with the kind of "people problems" you face from time to time.

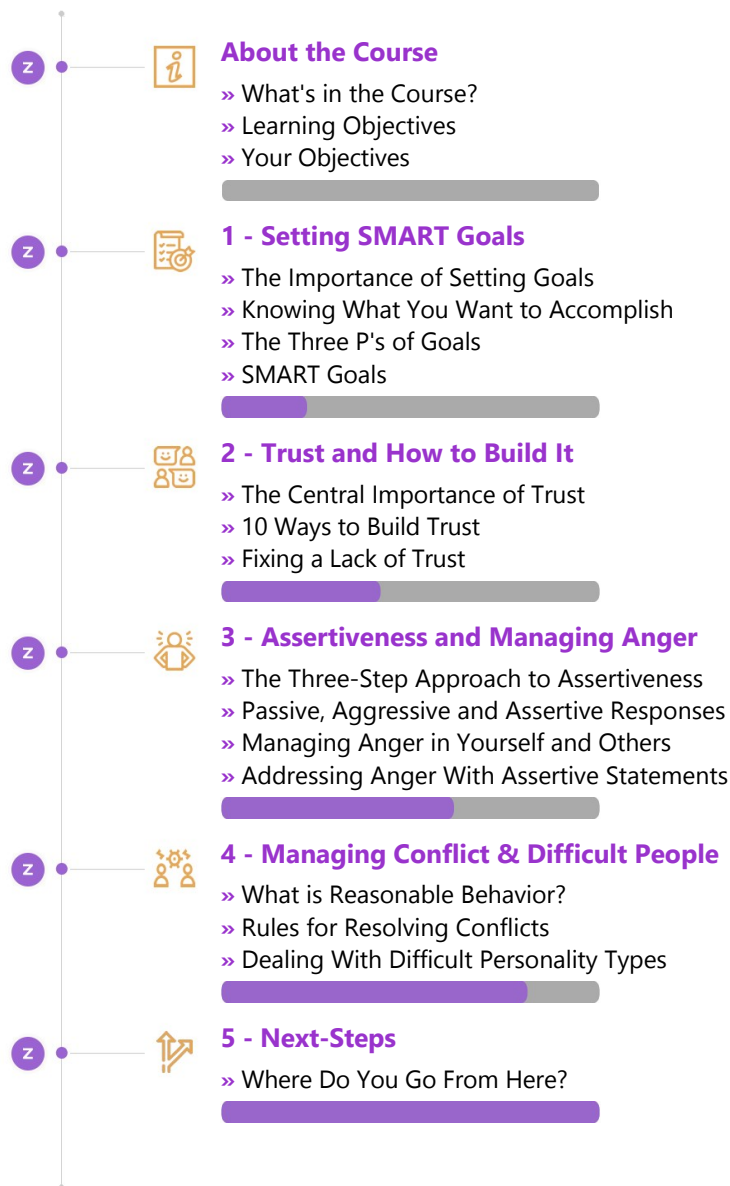
With attractive screens, interactive content and -- most important of all -- content written by experts in doing the job, you'll get the skills you need to maximise your success as a staff supervisor or team leader.

This Team Management skills training course, like all our courses, has been developed over many years of classroom and online delivery. Content has been thoroughly researched and is constantly updated so it's always leading edge. It's completely interactive and is full of practical knowledge and solutions.

Still wondering whether to do the course?

Just think about this: how much would you benefit if you had better team management skills?

Course content for People Skills For Team Managers & Leaders



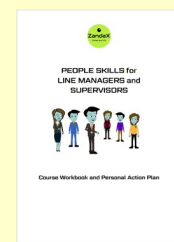
And There's a Great 48-page Workbook...

How about realizing your **full potential**?

Choose the **Development** course option and get your own great, results-focused downloadable workbook.

The workbook features:

- **Summary notes** of the course to refer to as you go
- Space for **your own notes** alongside the summaries
- Apply the lessons in each module to your own situation and needs
- The **unique ZandaX Personal Action Plan** with four structured Follow Up Sessions for you to monitor and manage your ongoing development
- A final Review Session for you to see just **how far you have come!**



More about the ZandaX People Skills For Team Managers & Leaders course

Get the Skills You Need to Lead Your Team!

Learn the people skills you need to manage your team

This fully interactive online workshop provides a great insight into the core skill you need as a line manager or team leader -- namely, how to manage the people in your team.

It deals with key management issues like setting SMART goals, and building trust in your team.

It then goes on to show you how to behave assertively, even using it to manage anger, and finishes with managing conflict and dealing with difficult employees - with plenty of examples that bring the subject to life.

You'll see how managing people is a much more structured process than you may have thought, and the skills and understanding you get will last a lifetime.

Watch the modules, revisit them time and again ... and have fun with improving your skills!

Learning options

This course is delivered as fully interactive online content which you can pause, re-run and revisit as often as you like. You can view the content in any order, and review whatever you like at any time.

The course is offered with the following option:

Fast Track option

You don't get extra learning resources, but it's a quick and easy way to go.

This option is for you if you want good coverage of the subject but have limited time or budget.

Development option

This is our most popular course option because it also includes a comprehensive ZandaX workbook and Development Plan which allows you to engage fully and deepen your understanding enormously.

This option is for you if you're serious about your development.

ZandaX

ZandaX – Change Your Life ... Today

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