



Leadership Skills Series Team Strategy for Leaders

When: <As Required>

Time: 9.30-4.30

Where: <Venue of your Choice>

Do you lead a team of people that could work together better?

Does productivity suffer through personal differences, misunderstandings or miscommunication?

Are you a new leader that needs to establish their role?

To lead a team of individuals requires diplomacy, strength and interpersonal skills if the team is to work effectively together. Every team is different; a collection of unique personalities that is bound to raise challenges and clashes. This course will analyse the dynamics of teams, the stages of team development and build the skills you require for flexible, effective leadership of teams.



Who should attend?

Current leaders of teams of any size, or future leaders, that wish to lead harmonious and productive teams. This workshop will be an interactive day and participants are encouraged to bring their own stories and situations for live advice and guidance from the trainer.

Learning Outcomes

- * Understand team dynamics, and your own personal team style.**
- * Recognise the stages of team development and plot your team's stage in order to match your leadership approach.**
- * Have tips to create a harmonious team culture and boost team morale and motivation.**
- * Recognise how to handle difficult situations that are affecting the team and turn them around for a positive outcome.**
- * Learn 5 ways to gain the respect of your team.**

About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

Mike Taylor, United Utilities

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

Register now!

Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: hello@real-results.co.uk

Fees

To attend this one day workshop

In-house (your venue) £POA plus VAT for up to 12 participants

Contact Real Results Training

Carolyn Blunt BSc (Hons) MCIPD

Results House, 3 Bowercup Fold, Stalybridge, Cheshire SK15 3RN

Mob: 07775 734858 • Tel: 0161 408 2003 • Fax: 0161 338 8099

Email: Carolyn@real-results.co.uk • Web: www.real-results.co.uk