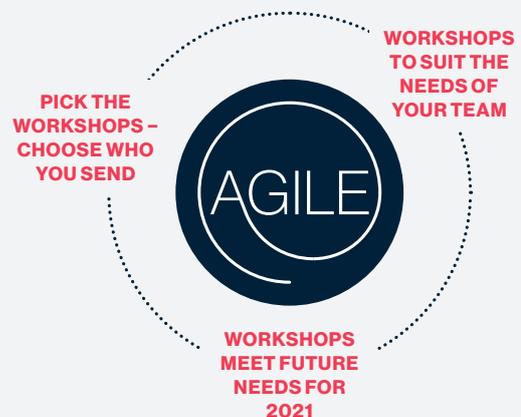


# TLD Agile Series

## Team Leader Development

We are delighted to announce the launch of 'TLD Programme – The Agile Series' – the Team Leader Development series for 2021. Following the continued success of the virtual switch of the Team Leader Development series, 2021 has taken the learnings from the virtual delivery and created 15 exciting virtual workshops to offer. Once again - these have been specifically designed for the Contact Centre Team Leader population with a focus on Team Leaders being the best they can be.



Each workshop will include delegates from around the UK ensuring a fully interactive, memorable, and engaging experience for all – each focuses upon critical areas that support Team Leaders to be effective within their role. There is an abundance of practical ideas and insights that the Team Leaders can implement to develop themselves and their teams. These workshops deliver a rare opportunity to share best practices within the Contact Centre environment – drawing and building upon participants' experiences.

Every workshop includes a learning review that supports the participants to reflect upon the key things that they can do immediately to be more effective in their role. 'Discuss and Do' is a major theme of any TLD Programme. Action plans will be regularly encouraged, supporting the Team Leaders to develop and grow as well as advice on how to transfer the learning into practice.

Suitable for both new and established Team Leaders, this programme provides a good mix of theory and practical application so that everyone will have something fundamental to takeaway and build upon following each workshop.

### Contact us for more information

Per person, per workshop	3 Workshops, any people	5+ Workshops, any people
£250+VAT	£675+VAT (10% off)	£200+VAT (20% off) per Workshop

*The same people don't need to attend each Workshop. Delegates will be required to have their cameras on during the training to be able to participate and gain the maximum return on investment*

For the North West region, contact [training@callnorthwest.org.uk](mailto:training@callnorthwest.org.uk) or visit [callnorthwest.org.uk/training](http://callnorthwest.org.uk/training) for dates and times.

#### WORKSHOP 1

## Becoming a Leader and Managing a Successful Team

### 3 HOURS

Offering 5 key features required to manage a team, this workshop helps the delegates to enhance the understanding for 'the team'. This interactive workshop is all about knowing your people, knowing how you can make a successful team and use their strengths to gain maximum performance. Suitable for Team Leaders new to role or a platform to reground Team Leaders getting back to the basics of managing a team to perform.

#### Key Outputs

- › The performance gap, a performing and an underperforming agent.
- › Managing 'Skill' and 'Will' related issues.
- › Coaching verses Feedback
- › The basic of solid team motivation.
- › Praise and recognition through understanding the needs of a team.



#### WORKSHOP 2

## Developing Leadership Skills to Effectively Manage Agile and Remote Teams

### 3 HOURS

Aimed at Team Leader's who have an agenda to dealing with the daily changes associated with the 2021 team realignment – this workshop supports the leaders through keeping the team up and running through the current and future changes as well as considering how to communicate with split teams, home and office based. The virtually interactive workshop addresses an appreciation of how leaders can be resilient to the world around them.

#### Key Outputs

- › Change management: What has changed, what challenges does this pose and what does this mean for the TL?
- › Comms to hybrid teams: comms cycle.
- › Resilience: being agile to work with current team set up or restrictions.



#### WORKSHOP 3

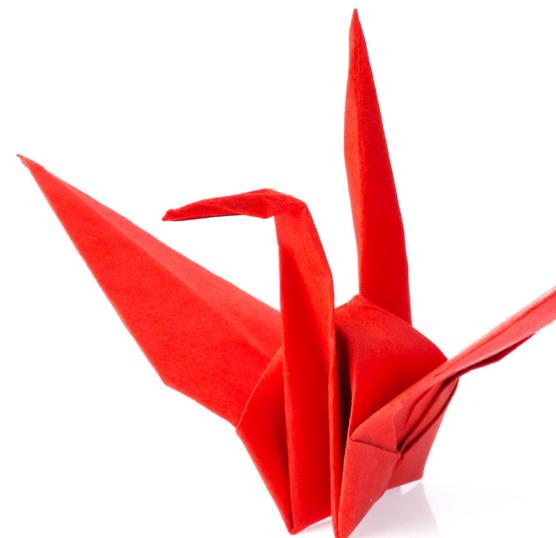
## Employee Engagement – The New Mindset for the 'New Norm'

### 3 HOURS

This workshop will develop awareness of the essentials required to reignite the team to land the focus on performance through engagement and the importance of knowing the team and ensuring the leader knows their teams. Team Leader's will learn about the mindset of a home worker and how they can impact on the team members during the day through having a daily routine. Engagement is the key to a successful and motivated team, gain knowledge of how to support and bring your teams together to perform together.

#### Key Outputs

- › Engagement: What is engagement? How does this help you as a leader?
- › Team dynamics: What matters to a flexible team?
- › Ask the Expert - an opportunity to seek advice and knowledge from an industry leader.



#### WORKSHOP 4

## Performance Management of Hybrid Teams

### 3 HOURS

Leaders will gain an insight into the links between the teams mindset and how this can shape a team to perform during this workshop. This workshop will explore some of the key areas of operational management and performance which as you become more experienced in your role, you will need to be able to perform effectively. This workshop will demonstrate how to operate strategically, underpinning the organisational key vision and values.

Through interactive workshop, there will be opportunity to take a 'deep dive' into the company Vision, Values and Behaviours and how these translate into managing your teams. In addition, the workshop will also explore how continuous improvement can be achieved through development tools as well as demonstrating and developing your commercial awareness to shape new opportunities for your team and organisation.

#### Key Outputs

- › Mindset and skillset: the importance of both together and how this can work.
- › Translation of the company Vision, Values and Behaviours into your team environment and working day.
- › Operational management approaches & Models including creating plans to deliver SMART objectives and KPI's for your team.
- › Demonstrating commercial awareness to identify new opportunities for the organisation.

#### WORKSHOP 5

## Being a Self-Aware Team Leader

### 3 HOURS

Being aware of your own actions whilst at work can sometimes be challenging. How can you be self-aware? This workshop considers how your own actions can alter the effectiveness of you as a leader. During the practical workshop, you will review methods to help understand how to learn more about yourself, your learning styles and learn about those around you. This workshop will develop awareness of what people see in you and what you do not see about yourself.

#### Key Outputs

- › Who are you?
- › Learning styles.
- › Methodology around business and personal SWOT.
- › Learning how to identify your strengths and non-strengths.



“The Trainer's way of teaching is very effective, as she doesn't just talk at the delegates, but balances the teaching with fun and engaging activities. She makes sure everyone in the group is comfortable from the minute a workshop starts, she keeps everyone engaged and makes sure the delegates have fun as well as learn.”

—Head of Customer Experience, Subfero



## WORKSHOP 6 & 7

# Developing a Coaching Culture for Team Success (2-part Workshop)

### 6 HOURS OVER 2 WORKSHOPS

An engaging interactive workshop is spread across 2 workshops. It will support at Team Leaders, new to role or established in role to enhance a current coaching culture or develop a new strategy. You will explore the basic principles of Coaching for success, discussing how to ensure the team is positively coached throughout their day and to achieve their goals through sharing best practice alongside positive coaching methodology.

#### Key Outputs: Part 1, 3 Hours

- › Structured feedback sessions using appropriate methodology for a Contact Centre environment.
- › Explore your current skills as an Instructor or are a Coach?
- › ROI on coaching to improve performance.

#### Key Outputs: Part 2, 3 Hours

- › The structured flow from corporate objectives to individual objectives.
- › Review of objective setting to enhance performance management – making it SMART.
- › Effective questioning techniques and methods for successful coaching sessions.

## WORKSHOP 8

# Developing Your Personal Brand

### 3 HOURS

How can you stand out from the Team Leader crowd? It is important to enjoy what we do – discover how you can develop your own personal brand to help to deliver excellence within our teams which in turn leads to higher performance. This workshop will develop your awareness and confidence about yourself as a leader and allow you to consider what you offer to your teams.

#### Key Outputs

- › Knowing yourself.
- › Create your personal brand.
- › The impact your personal brand has upon your teams and the organisational brand.
- › Enjoying what you do.
- › How can you be the best?

## WORKSHOP 9 & 10

# Communicating & Influencing for Effective Results (2-part Workshop)

### 6 HOURS OVER 2 WORKSHOPS

This set of 2 workshops will develop the vital skills needed to influence your team members, fellow managers and the senior management teams through use of solid and appropriate communication. These workshops group together to recognise that it can be challenging to be consistently influencing all personalities within a team. By the end of the 2 workshops, as a leader you will have considered what you will start, stop and continue to remain focussed on the task ahead and how this will affect future commitments and strategies to influence and communicate effectively.

#### Key Outputs: Part 1, 3 Hours

- › Communication styles suitable for the relevant situation.
- › Knowing the audience, delivery of the message and understanding the communication cycle.

#### Key Outputs: Part 2, 3 Hours

- › Understanding why a Team Leader will need to positively influence a team.
- › Influencer traits/characteristics.
- › Greater depth listening to create an action plan using a 'Start, Stop, Continue' model



**PICK & MIX  
ANY OR ALL  
OF THESE  
WORKSHOPS**

## WORKSHOP 11 & 12

# Team Success – Motivation, Praise & Recognition (2-part Workshop)

### 6 HOURS OVER 2 WORKSHOPS

How do you motivate yourself? If you know your self-motivators, you will start your journey to understand your teams. Knowing your teams strengths will enhance the ability to be able to motivate through this knowledge, understanding and appreciation of every individual. This set of 2 workshops will offer an opportunity to learn from best practice, tried and tested ideas, learn from the industry expert, as well as get Team Leaders leaving with a plan of action to motivate team members to deliver excellent performance. During the workshops, you will also discuss generational leadership through motivation and how this will enhance your breadth of knowledge for managing a team.

#### Key Outputs: Part 1, 3 Hours

- › The theory of motivation and how generational differences may alter your approach.
- › Understanding how your team operates.
- › Knowing your team! What does motivation bring to your teams?
- › What is praise and recognition and how is this applied?

#### Key Outputs: Part 2, 3 Hours

- › Motivation during change
- › 'Motivational Ideas Generator'.
- › Ask the Expert - an opportunity to seek advice and knowledge from an industry leader.

## WORKSHOP 13

# Planning & Time Management to be an Effective Leader

### 3 HOURS

How can a Team Leader gain the best from their day which in turn gets the best from the team? This workshop will demonstrate what offering a 'purpose' to any role can bring and how this positively effects performance and engagement. By the end of the workshop you will appreciate that being focused and self-aware will enhance your time management skills.

#### Key Outputs

- › Understanding the 3 P's.
- › Self-aware time management.
- › Action planning the day.
- › What barriers can prevent a Team Leader meeting a deadline and how can this be avoided?

WORKSHOPS  
TO SUIT THE  
NEEDS OF  
YOUR TEAM



“Subfero has taken part in the Team Leader Development workshops for the last two years. Since attending the workshops, our TL's have implemented multiple different strategies within their teams to improve engagement, teamwork and performance.

—Head of Customer Experience, Subfero

“I have thoroughly enjoyed every workshop. The trainer continues to engage all of us and always makes you feel involved. I have been pushed out of my comfort zone and have learnt lots of new skills and tools, which I have already implemented and improved within my role as a Team Leader.

—Previous participant

## WORKSHOP 14

# The Contact Centre Team Leader of 2023

### 3 HOURS

With the year in year development of AI offering a self-serve and multi-channel options to our customers the demands for the future customer base are likely to require more emotionally intelligent conversations which in turn bring demands upon team dynamics and how these teams are managed. AI and the Covid-29 crisis starts to map out the future for Team Leaders of 2023. Explore the opportunities with managing 'super agents' - leaders will need to display strong, passionate, capable and knowledgeable traits. This session looks at what makes a good leader, what leadership styles are appropriate and when as well as how to inspire your team to deliver great performance. In addition, this interactive workshop will benefit from delivering best practice guidance from an expert in the field of Contact Centres.

#### Key Outputs

- › Definition of a leader and leadership styles.
- › Key differences between a Leader and a Manager.
- › Great leaders at their best, inspiring leadership!
- › Ask the Expert - an opportunity to seek advice and knowledge from an industry leader (The customer of the future; managing the 'Super Agent'; Developing your personal progression plan; Industry resources to keep you informed).

**PICK THE  
WORKSHOPS -  
CHOOSE WHO  
YOU SEND**

## WORKSHOP 15

# Creating a Positive Team Culture

### 3 HOURS

Aimed at a Team Leader with 3 months plus exposure to leading a team. This workshop will explore the interesting subject of understanding team dynamics. This workshop will give you the insight for you to return to your role with the tools to make real and informed decisions which you can apply to the creation of a positive team culture. You will be challenged to consider how to effectively start engaging and motivating their teams or the wider teams which in turn will transform their teams to high performing teams. By the end of this interactive workshop, Team Leaders will be visioning for the future with a view to creating an action plan on how they can create their desired team culture.

#### Key Outputs

- › Creating a Team Culture that is fit for purpose and keeping it alive.
- › What is your vision for an ideal team?
- › Barriers to success.
- › Basics of engagement.

## WORKSHOP 16

# Back to Basics of Emotional Intelligence

### 3 HOURS

What is Emotional Intelligence? Team Leaders are often faced with the challenges associated with different personalities and how you as a leader handle the daily situations is paramount to making effective leaders. This workshop explores the basics of emotional intelligence and what it means to be emotionally intelligent. Listen to an industry expert as they explain how this can work within a successful team within a thriving brand.

#### Key Outputs

- › An opportunity to learn emotional intelligence methodology, where it starts and working best practice.
- › Situations and application of emotional intelligence into your role as a leader.
- › Top tips to stay emotionally intelligent.
- › Ask the Expert - an opportunity to seek advice and knowledge from an industry leader

