MERCURY

Driving Performance Through Senior Managers & Team Leaders Training

27 September – 1 October 2027
Accra (Ghana)



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Ref: 15053_1061386 **Date:** 27 September – 1 October 2027 **Location:** Accra (Ghana) **Fees:** 5300 Euro

Introduction:

Senior managers and team leaders achieve high performance. In today's chaotic management environment, leaders must be able to engage their teams and assist them in reaching their goals. This senior manager and team leader performance course helps team leaders develop the necessary skills to lead actively. It includes leadership, communication, goal setting, time management, and motivation skills.

The developing team leader course offers a progressive path for those looking to refine and expand their leadership capabilities. This senior manager and team leader performance course emphasizes continuous improvement in leadership and management tactics, ensuring that leaders are well-prepared to face the challenges of evolving workplace dynamics and performance expectations.

Targeted Groups:

- Head of departments.
- Senior managers.
- Team leaders.

Course Objectives:

At the end of this senior manager and team leader performance course, the participants will be able to:

- Develop trust and rapport between team members.
- Create an effective and empowered team.
- Establish a motivating team environment.
- Apply strategies for improving team relationships.
- Develop strategies for implementing changes within a team.

Targeted Competencies:

By the end of this senior manager and team leader performance training, the participant's competencies will be able to:

- Leadership skills.
- Performance management.
- Change management.
- Problem-solving.
- Decision making.

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Senior Manager and Team Leader Performance Training and Development:

A tailored senior manager and team leader performance program will equip team leaders with the skills and knowledge necessary to drive team performance. Participants will engage in interactive modules that cover topics such as effective communication, leadership strategies, performance evaluation, and change management.

Upon successful completion, individuals in this senior manager and team leader performance training will be able to receive a team leader certificate, marking their readiness for leading high-performance teams in dynamic working environments.

Through this senior manager and team leader performance training program, senior managers will delve into advanced concepts of leadership, performance management, and operational excellence.

The senior manager and team leader performance course will deepen their understanding of the meaning of driving performance in the corporate landscape. It will culminate in a senior manager certificate recognizing their competence in guiding teams towards success and innovation.

Course Content:

Unit 1: The Team Leadership Challenge:

- 21st-century team definition.
- On shifting ground: organizations today.
- Skills of effective team leaders.
- Characteristics of effective team leaders.
- Developing leadership skills.
- Leadership styles: self-analysis.
- Techniques for increasing team effectiveness.

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Unit 2: Building a High-Performance Team:

- Recipe for successful teams.
- The teamwork success formula.
- The importance of clear goals.
- Decisions by consensus.
- Clear roles and work assignments.
- From involvement to empowerment.
- Types of effective teams.
- Team development stages.

Unit 3: Inspiring Teams to Better Performance:

- Identifying team roles.
- The Belbin type indicator.
- Aligning individual and team motivators.
- The values alignment matrix.
- Keys to resolving values conflicts.
- The motivating mix.
- Creating a supportive environment.
- Energizing your team.

Unit 4: Sustainable Strategies for Improving Team Relationships:

- Identifying effective communication methods.
- Face-to-face communication.
- Team problem-solving.
- Factors shaping team performance.
- Phases of team problem-solving.
- Tools for making effective team decisions.
- The ingredients of effective decision-making.

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Unit 5: The Team Leader's Role in Managing Change:

- Managing change.
- Change requires exchange and expanded thinking.
- Key factors in successful change.
- The change cycle.
- The 4-room apartment strategy.
- Typical reactions to change.
- Helping the team move through change stages.
- Handling reactions to change.
- Strategies for dealing with change.
- The 17 laws of great teamwork.