

# CASE STUDY

## TEAM LEADER DEVELOPMENT PROGRAMME

### CLIENT:

Large Irish Business Bank

### NEED:

To develop and deliver a programme which developed the leadership and management skills of a group of individuals at team leader level.

The learning & development team had conducted a training needs analysis and had consulted with the senior management team and 6 core competency areas were highlighted for development:

1. Taking Responsibility and Ownership
2. Effective Communication.
3. Strategic Thinking
4. Taking Initiative
5. Relationship Building
6. Self Awareness

### SOLUTION:

The To Be Training and Development team designed a customised team leader effectiveness programme which addressed the key competency areas identified.

The programme was structured in a way that focused on learning application and maximised the opportunities for participants to put the learning into practice.

1. Pre-course self assessments were conducted to encourage participants to identify personal goals and objectives for the programme.
2. Pre-course telephone calls were scheduled with each participant to prepare them for the training days.
3. Participants attended modules 1&2 which focused on managing the individual and leading the team – over two days.
4. To Be training consultants met with participants managers to discuss how the learning was to be applied before the follow up day 6 weeks later.
5. Participants attended an applied follow up day which focused on the practice and application of the skills learned.

### RESULTS:

The participants managers' confirmed that they were applying what they had learned when they got back of the course. Some of the benefits they experienced included:

- Running more structured and effective meetings
- Dealing with issues as they arise rather than ignoring them
- Greater confidence
- Scheduling one to one sessions

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### RESULTS *continued*:

The participants themselves stated the following outcomes:

- ▶ More confidence
- ▶ Will enable me to be a better team leader
- ▶ I will listen more and be aware of the impact I have on the team
- ▶ Better planning and preparation
- ▶ More confident as I have ideas for tackling issues
- ▶ Better able to manage conflict

### SOME FEEDBACK FROM PARTICIPANTS:

*Session gave good practical examples and ensured we all got involved in discussing work examples and problems | Excellent course - good participation and practical exercises. Very beneficial. | Very much related to team and myself. Has given me a clear focus of what I need to spend time on and give more attention to. Very useful - feel more adequate | Very interesting I feel that the power to change is within me, huge boost to self confidence and self belief in ability to do the job. | Excellent course - great facilitation - good fun while learning. Really enjoyed my two days look forward to Nov. I feel energised, focus, motivated. Thanks!*