

Getting started in team leadership

Team Lead Savvy Award – Available in print or online

Great supervisors and team leaders get the basics right. Make sure you get your new people leaders up to speed with essential leadership skills and knowledge. The Team Lead Savvy Award is ideal for any employees new to a supervision or team leader role.

It is easily delivered to your employees, on the job, at a pace that works for your business. Your employees will be upskilled in team contribution, communication, performance feedback, problem-solving and either (a) training others or (b) managing change.

Benefits for your business

Upskilling your employees in this on-job training programme helps you:

- ▶ build your internal capability
- ▶ keep teams productive and performing
- ▶ give valued staff new opportunities
- ▶ boost morale and teamwork
- ▶ retain employees with the right skills
- ▶ continually improve your business.

Benefits for your employees

Upskilling your employees in this on-job training programme helps them:

- ▶ confidently supervise or lead a team
- ▶ gain valuable career skills
- ▶ increase their job satisfaction
- ▶ add to their career as they move into the New Zealand Certificate in Business (Introduction to Team Leadership) Level 3.





Programme features – Skills for Success



Your employees new to supervision or team leadership will gain essential skills and knowledge – and increase their confidence. They will know and understand:

- ▶ How to get the best contribution from a team or group.
- ▶ Ways to speak or present to a group, including oral instructions.
- ▶ Communicating to people from other cultures.
- ▶ The role of feedback to staff performance.
- ▶ How to actively listen.
- ▶ How to write a short report.



Why ServiceIQ?

ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service. We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

Talk to us

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ Training Advisor for no obligation advice and programmes to fit your needs.