



**Pro-Active College**<sup>®</sup>  
PUBLIC SERVICES COLLEGE (Pty)Ltd

# LEAD AND MANAGE TEAMS

In essence a team is a group of interacting individuals sharing a common goal and the responsibility for achieving it. However, as all individuals are unique, successful team management requires an awareness and knowledge of individuals' differences, conflicts that can arise from these differences and swift solutions therefor, the various ways in which different team members are motivated and effective communication.

This short course has been designed and developed by Pro-Active College. It provides the learner with the knowledge, skills, attitudes and values to lead a team in reaching its desired goals.

## Benefits:

The benefits include:

- excellent leadership and management of teams;
- improved conflict resolution skills; and
- improved competence and motivation of workforce.



### TARGET GROUP

Designed for the public and private sector and is aimed at:

- team leaders;
- department and organisation managers; and
- individuals interested in learning how to manage teams.

### ABOUT US

Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

## Contact Us



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## DURATION

Two day contact session

# Outcomes

On completion learners will be able to:

- describe expectations and constraints that need to be taken into consideration;
- describe different styles of management and discuss the advantages and disadvantages of various styles;
- describe different ways of developing and maintaining constructive relationships;
- describe methods of encouraging participation and open styles of communication;
- explain the importance of keeping staff informed of any changes;
- describe principles of teamwork and team empowerment;
- stress the importance of handling conflicts promptly;
- describe various methods to motivate staff;
- describe various methods of conflict resolution;
- describe different types of teams;
- establish and maintain productive working relationships;
- identify barriers preventing successful team work and discuss and implement solutions;
- inform people within own area about their responsibilities;
- offer advice in a helpful manner and keep an open communication style to encourage participation;
- inform people about changes in procedures or policies;
- encourage individuals to offer ideas or make alternative suggestions;
- handle information on individual team members with an appropriate level of confidentiality;
- develop plans and objectives in consultation with the team;
- encourage individual team members to take responsibility for their own work;
- provide mentoring and coaching support to team members;
- analyse information from the wider environment;
- monitor team performance and delegate tasks and responsibilities;
- deal promptly with conflict within a team and obtain a positive resolution;
- suggest other ways to reward and motivate team members; and
- suggest adjustments to the environment and distribution of work load.

# Outline

Learning Unit One

Lead and Manage Teams of People

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- Introduction to teams and projects
- Individual differences
- Work relationships
- Managing teams
- Conflict management