COURSE BROCHURE

Team Leader Skills

A foundation course that gives new team leaders and supervisors practical tools for setting goals, organizing work, delegating, giving feedback, motivating people and handling difficult situations.

Code	HT-MGT-137
Category	Management & Leadership
Duration	1 week
Level	Beginner

Introduction

Moving from being a strong colleague to being responsible for other people's results is one of the hardest career transitions, and it often happens with little preparation. The team leader is the closest level of management to employees, and how that person leads day to day shapes both output and whether people stay.

Objectives

- Clarify the team leader's role and responsibilities and how it differs from a specialist role
- Turn departmental goals into clear objectives and tasks and share them out fairly
- Delegate in a way that gets the work done and develops team members
- Give specific feedback and hold regular one-to-one meetings
- Deal with poor performance and conflict in the team at an early stage

Who should attend

- New team leaders and supervisors
- Employees nominated for a first supervisory role
- Shift leaders and site supervisors
- Coordinators of work teams and small projects

Skills you will develop

- Goal setting and work organization
- Delegating tasks and following up
- Feedback and coaching
- Running team meetings

Learning Outcomes

- Write SMART goals for a team and allocate tasks by priority and ability
- Hold a complete delegation conversation covering the expected result, authority and checkpoints
- Give corrective feedback with the SBI model without triggering defensiveness
- Prepare a personal plan for the first 30 days of leading a team

Course Outline

Day 1: From Team Member to Team Leader

- The team leader's role and responsibilities toward management and the team
- Leading former peers and building credibility in the first weeks
- Common mistakes: doing the work instead of the team and avoiding difficult situations

Day 2: Goals, Work Organization and Delegation

- Writing SMART goals and linking them to the department plan
- Prioritizing with the Eisenhower matrix and planning the week and the shift
- Levels and steps of delegation: what to delegate, to whom and how to follow up

Day 3: Communication and Feedback

- The daily briefing, shift handover and giving clear instructions
- Listening attentively and asking open questions that get behind the problem
- Feedback with the SBI model and regular one-to-one meetings

Day 4: Motivating and Developing People

- Situational leadership: directing, coaching, supporting and delegating according to readiness
- What really motivates people and everyday non-financial recognition
- On-the-job coaching with the GROW model and tackling poor performance step by step

Day 5: Difficult Situations and Teamwork

- Managing conflict between team members and holding difficult conversations
- Solving everyday problems with the 5 Whys and running a short team meeting
- Applied workshop in which each participant role-plays a leadership situation from their own work and sets out a first-30-days plan

Training methodology

Role plays of delegation, feedback and poor-performance conversations
Exercise in planning a working week for a team with limited resources and competing requests
Situational leadership questionnaire to identify each participant's dominant style
Short explanations and discussion of situations raised by participants

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Istanbul	8 – 12 March 2027	AR	EUR 4,800
Dubai	15 – 19 March 2027	EN	EUR 4,500
London	22 – 26 March 2027	AR	EUR 5,700
Amsterdam	5 – 9 April 2027	EN	EUR 5,500
Online	12 – 16 April 2027	AR	EUR 1,800
Istanbul	13 – 17 September 2027	EN	EUR 4,800
Dubai	20 – 24 September 2027	AR	EUR 4,500
London	27 September 2027 – 1 October 2027	EN	EUR 5,700
Amsterdam	4 – 8 October 2027	AR	EUR 5,500
Online	11 – 15 October 2027	EN	EUR 1,800

Fees are per participant.

Contact us

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To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/team-leader-skills