

THE TOTAL TEAM LEADER



COURSE OVERVIEW

As a Team Leader, you are probably *the* operational expert and know exactly how to do every aspect of the work at hand – and do it better than anyone else. However, one of the most important parts of people management is to learn how to let go, and change your primary focus to motivate, empower and develop your team to do it all just as well as you, if not better! In order to assist you to improve your management skills for your own future development and career advancement, BizTech is offering a course which covers the following key topics:

DELEGATION: JUST DO IT!

- How to let go!
- Building trust by training your team
- Eliminate doubt: Clarify process and procedure
- Let your systems be your safety net

BUILDING YOUR TEAM

- The power of participation
- Finding the right leadership style for each situation
- Team goal-setting for maximum buy-in
- Your place in the team: how to handle being promoted above your peers
- Dealing with team members who are older or more experienced than you
- Managing performance to motivate and release potential
- Recognising and developing individual talent

HANDLE CHALLENGING SCENARIOS

- Dealing with poor performance
- Suspected fraud or theft
- Sexual harassment
- Cultural insensitivity
- Personal hygiene
- Gossip and rumour-mongering

DEALING WITH PEOPLE ISSUES

- What makes people tick?
- What do people really want? Solve the motivation mystery
- Loyalty drivers: these may surprise you!
- Attitude vs. skills
- Communication to achieve co-operation
- Timing your actions to avoid problem explosions
- Show appreciation through reward and recognition

COURSE DATE

22 - 23 November 2010

COURSE DURATION

2 days - 08:30 to 16:30 daily

COURSE FEES

R6 890 (excl. VAT) per delegate

5% discount
for enrolment 2 weeks
prior to course date.

WHAT'S INCLUDED

- Dynamic and knowledgeable facilitators
- Training File and a CD
- Certificate of Attendance
- High quality training venue
- Lunch and refreshments
- Parking
- Quality folder, notepad and pen

REGISTRATION DEADLINE

Registration Confirmation must be sent prior to the start of the scheduled course.



WHO SHOULD ATTEND

- Established Team Leaders and Supervisors who want to sharpen their skills
- Newly appointed Team Leaders and Supervisors who want to start off the right way
- Administrative and support staff with potential for promotion
- Office Managers, HR officers and administrators
- Anyone who has someone reporting to them

OUTCOMES

After attending this course you should be able to:

- Pinpoint the real motivational factors that transform your team into star performers
- Empower your team and watch them exceed your expectations
- Help your company become the 'employer of choice'
- Be relied on by management to handle interpersonal issues with sensitivity and skill
- Cultivate an environment of trust and loyalty
- Manage conflict proactively, and avoid unnecessary escalations
- Achieve your own career growth goals by increasing your overall value to your employer

TAKE HOME TOOLS

- Training Manual
- Training CD
- A quality folder, notepad and pen
- All delegates receive one month of telephonic support relating to course content

ACCREDITATION

The Services SETA has awarded BizTech recorded status as a provider for the delivery of learning programmes. Our provider number is 313.

This course is accredited by ICAP (the Institute for Certified Administrative Professionals) who is the authorised, licensed, exclusive agent for the International Association of Administrative Professionals®

BBBEE COMPLIANCE

BizTech is BBBEE level 1 compliant. This means that we are a 135% contributor and companies investing money in training their staff through BizTech can also improve their own BBBEE scorecard. Not only does it offer an opportunity to improve your company's Skills Development BBBEE category, but you can also improve your BBBEE Preferential Procurement category. In each case your company will benefit 135% of the spend made.

THE VENUE

The AstroTech Conference Centre in Parktown, Johannesburg is in a gracious mansion in one of the most historic and beautiful areas of Johannesburg.

It is a high-end business focused conference centre with competitively priced packages, excellent facilities and top client service.



Close to major highways, airport and Johannesburg city centre, this state-of-the-art venue offers elegance, discretion, security and convenience with safe parking for 120 vehicles.

Should you require accommodation, the Sunnyside Park Hotel situated in close proximity offers BizTech delegates a substantial discount on accommodation.

Please contact reservation on (011) 640-0431 or (011) 643-7226, quoting reference no. 4691 when booking with them.

TERMS & CONDITIONS

Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the 1st day and receive a full refund of the course fee.

CANCELLATIONS

A cancellation can only be confirmed if we are advised in writing at training@biztech.co.za

For cancellations received more than one week prior to the course: 0 % cancellation fee will apply.

For cancellations received less than one week prior to the course: 50 % cancellation fee will apply.

For cancellations received within 24 hours of the course:

100 % cancellation fee will apply.

Substitutes are welcome at no additional charge at any time prior to the course.

POSTPONEMENTS

Requests to postpone course attendance must be received in writing at least three full working days prior to the course commencement. Should we not receive written confirmation within this period, the postponement will be subject to an additional fee of R1 270 (excl VAT) per delegate.

All course postponements or programme exchanges need to be utilized within 6 months of the original course booking or the course fee will be forfeited.

Cancellations on postponements or exchanges are subject to the full course fee.

ABSENT DELEGATES

In the event that a delegate does not arrive for the course and no written cancellation has been received and confirmed, the full course fee will be payable.

PRESENTERS

Should it be necessary, BizTech reserves the right to substitute the presenter.

COMMUNICATION

When a person registers on BizTech's website, is registered on a BizTech course or sends an e-mail to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.

DISCLAIMER

BizTech wish to advise that they will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by BizTech to the client.



ENROLMENT FORM

Please book your place on the course by emailing or faxing this enrolment form. Your place is confirmed on receipt of the completed enrolment form.

Fax to **011 582 3301** or
E-mail **training@biztech.co.za**

SALES CONTRACT

COURSE NAME:
THE TOTAL TEAM LEADER
COURSE CODE: TTL 221110

TOTAL NUMBER OF DELEGATES TO BE ENROLLED

> DELEGATE DETAILS [Please print clearly]

1 First Name and Surname _____
Position _____
E-mail _____
Cell No.

2 First Name and Surname _____
Position _____
E-mail _____
Cell No.

Special Dietary Needs No. of Kosher No. of Halaal Other _____

Special Needs (e.g. wheelchair) _____

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE PAGE OVERLEAF.

> COMPANY DETAILS

(Please include your company details & VAT No. as required on the invoice before submitting your enrolment form)

Full Company Name _____
Postal Address _____
Postal Code

Company VAT Registration No.

Telephone No. Fax No.

> PAYMENT DETAILS

Invoice Contact Person _____
Telephone No.

E-mail _____

Purchase Order No (if applicable)

Do you require separate invoices for each delegate? YES NO

NB: Please include your BizTech invoice number as a reference on your deposit when making payment.

> AUTHORISATION

Name _____
Position _____
Telephone No.

E-mail _____

Signature _____ Date / /

Fees **R6 890.00 (excl. VAT) per delegate**
Surcharge per Halaal meal **R 65.00 (excl. VAT) per person per day**
Surcharge per Kosher meal **R 175.00 (excl. VAT) per person per day**

A 5% discount is applicable for all registrations received two weeks prior to course commencement (08 November 2010). Upon receipt, a tax invoice will be processed and payment is required prior to the start of the scheduled course.

You will receive course confirmation via Facsimile or E-mail. If you have not received your confirmation five (5) days prior to the scheduled date of the course, please contact Hajira on 0861 BIZTECH/011 582 3300. If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee. Substitutions may be made at any time prior to the start of a training course. Submission of this enrolment form constitutes acceptance of BizTech's terms and conditions.



ENROLMENT FORM (CONT.)

> DELEGATE DETAILS [Please print clearly]

3 First Name and Surname _____

Position _____

E-mail _____

Cell No.

4 First Name and Surname _____

Position _____

E-mail _____

Cell No.

5 First Name and Surname _____

Position _____

E-mail _____

Cell No.

6 First Name and Surname _____

Position _____

E-mail _____

Cell No.

7 First Name and Surname _____

Position _____

E-mail _____

Cell No.

8 First Name and Surname _____

Position _____

E-mail _____

Cell No.

9 First Name and Surname _____

Position _____

E-mail _____

Cell No.

10 First Name and Surname _____

Position _____

E-mail _____

Cell No.

