

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

05 - 06 November 2012

COURSE DURATION

2 days - 08:30 to 16:30 daily

COURSE FEES

R7 380 (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

- A detailed manual, workbook and CD
- A quality folder, notepad and pen
- One month of free telephonic and e-mail support included

SETA ACCREDITATION

BizTech Training is accredited as a Training Provider with the Services SETA (No: **3880**). Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

ICAP ACCREDITATION

This course is accredited by **ICAP** (the Institute for Certified Administrative Professionals). By attending you earn 10 CAP points®

LEVEL 1 BBBEE STATUS

Spending with BizTech counts twice! You can claim 135% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

THE VENUE

The course will be held at the AstroTech Conference Centre, in Parktown, which boasts the unusual combination of an upmarket business venue, security and convenience, in a setting which captures the historic grace and style of Johannesburg's golden era.



Centrally situated, you can step off the Gautrain at the Rosebank station, or exit the M1 at the Joe Slovo/Houghton Drive offramp, and we are just around the corner.

For a list of accommodation options nearby, visit <http://www.astrotechconf.co.za/accommodation>

TERMS & CONDITIONS

- If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee.
- Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the first day, and receive a full refund of the course fee.
- Payment is due before the start of the course, unless other terms form part of our Supplier/Client agreement.
- Failure to pay on time does **not** constitute cancellation of the booking, and the Terms and Conditions applicable to Cancellations and Postponements as set out below will apply.
- To avoid possible additional costs, **WRITTEN NOTICE** of any changes to your booking must be received at training@biztech.co.za within the following timeframes:

CANCELLATIONS:	
CANCEL WITHOUT COSTS:	If you advise us BY EMAIL at least SEVEN calendar days before the course
PAY 50% OF THE COURSE FEE:	If you advise us BY EMAIL less than SEVEN calendar days, but more than 24 hours before the course
PAY 100% OF THE COURSE FEE:	If you advise us BY EMAIL less than 24 hours before the start of the scheduled course, OR if the delegate is ABSENT without notification
POSTPONEMENTS:	
WITHOUT COSTS:	If you advise us BY EMAIL more than THREE working days before the course
WITH ADDITIONAL FEE (R1,430 PER DELEGATE):	If you advise us BY EMAIL THREE or less working days before the course starts, or if the delegate is ABSENT without notification, but still wants the option of postponement
- The invoice for the training remains due and payable as at the scheduled start date of the original course booked, and payment terms are not extended for postponements or exchanges to future courses.
- Postponements must be utilised within a maximum of **SIX** months from the scheduled date of the original course booked, or the course fee will be forfeited.
- Once you have postponed, the **CANCELLATION** terms above **no longer apply** to the future course, and you cannot subsequently cancel the booking without being liable for the full course fee.
- Special promotions applicable to the original course dates will **not** carry over to the postponed dates where the new dates fall outside of the promotion period.
- **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 email to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.
- **DISCLAIMER:**
BizTech 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

COURSE NAME: **The Total Team Leader**
COURSE DATE: **05 - 06 November 2012**

COURSE CODE: **TTL 20121105**
DURATION: **2 DAYS**

COURSE FEE: **R7 380.00 excl. VAT (per delegate)**

Qualify for a **5% discount**, if we receive your form before: **22 October 2012**

DISCOUNTED FEE: **R7 011.00 excl. VAT (per delegate)**

TOTAL NUMBER OF DELEGATES TO BE ENROLLED:

DELEGATE DETAILS [Substitutions may be made at any time prior to the start of the training course]

1 First Name and Surname

Position _____ Special Diet:

E-mail _____

Cell No. Office Tel No.

2 First Name and Surname

Position _____ Special Diet:

E-mail _____

Cell No. Office Tel No.

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

DIETARY REQUIREMENTS [Insert total no. of DELEGATES requiring special meals PER CATEGORY- meal fees below are additional to course fee]

KOSHER: R450 (excl. VAT) per day HALAAL: R305 (excl. VAT) per day VEGETARIAN: Always available at no cost

OTHER: (e.g. allergies, etc) Please specify: _____

Special Needs (e.g. wheelchair, visual disability, etc) _____

COMPANY / ORGANISATION DETAILS (Please supply company details as required for a SARS compliant Tax Invoice)

Company Name _____

Department/Division _____

Postal Address _____ Postal Code

Company VAT Registration No.

Main Company Switchboard No. Fax No.

PAYMENT (Payment is required prior to the start of the training course. NB: Use your invoice number as reference on your deposit/EFT)

Purchase Order No. (to be incl. on Invoice if applicable) _____

Do you require separate invoices for each delegate? YES NO

Payment Contact Person _____

Office Telephone No.

E-mail _____

AUTHORISATION

Name _____

Position _____

Office Telephone No. Cell No.

E-mail _____

Authorising Signature: _____

Date / /

Your booking is confirmed as soon as we receive your completed enrolment form, which you can e-mail to training@biztech.co.za or fax to **011 582 3301**. If you need any assistance whatsoever, please call us on **011 582 3333**.

Submission of this enrolment form constitutes acceptance of our Terms and Conditions, and also serves as confirmation of your authority to make the booking and ensure payment on behalf of your Organisation.



