

Leadership & Management

AIMS

To understand ways to lead and manage teams effectively

LEARNING OUTCOMES

By the end of this course you will be able to:

- Recognise the responsibilities of Team Leaders
- Understand ways to support teams
- Be aware of relevant legislation that may impact leadership
- Understand the roles of a Team Leader
- Know how to give effective supervisions and appraisals
- Be aware of ways to work effectively as a team
- Understand how to communicate effectively
- Recognise key skills for listening to team members
- Know how to effectively hand over information

LESSONS AND TOPICS

Roles and Responsibilities

- The Role of a Team Leader
- Responsibilities
- Supporting Your Team
- Skills Required to Be A Team Leader

Legislations

- Safeguarding of Vulnerable Adults / Mental Capacity Act
- Health and Safety
- Data Protection
- The Care Act 2014

The Role of a Team Leader

- Supervising Your Team
- Role of The Supervisor/Team Leader
- Get to Know Your Team
- Ensure Your Team Are Competent
- Accountability

Supervisions and Appraisals

- What Is A Supervision?
- Why Is A Supervision Important?
- The Benefits of Effective Supervisions
- Formal Supervisions
- The Functions of a Supervision
- Who Can Provide Supervisions

Team Effectiveness

- Seven Tips for Successful Teamwork
- Having A Shared Understanding of Goals and Tasks

Communicating Effectively

- Set Reasonable Expectations.
- Delegate Responsibilities.
- Reward Accomplishments.
- Confront Conflict
- Find Solutions to Problems
- Be Resilient

Willingness to Listen

- Listening
- Signs of Active Listening
- Strategies for Sharing Constructive Feedback
- Accepting Negative Feedback

Handovers

- What Is A Handover?
- Responsibility for Handover
- Designated Time for Handovers
- DNACPR
- Recording Handover Information

