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TEAM LEADERSHIP TOOLKIT

Based on Singapore Workforce Development Agency
LEADERSHIP & PEOPLE MANAGEMENT (LPM)
Singapore Workforce Skills Qualifications

TEAM LEADERSHIP TOOLKIT

The common saying that the fish rots from the head underscores the importance of quality team leaders. Nothing affects the company's best plans more than landing in the wrong hands. Effective team leaders are needed to drive results, develop star performers and improve employee engagement. They provide clear direction, communicate purposefully, motivate passionately, build strong team relationship, resolve conflict, evaluate to intervene so as to ensure high team performance. As a result, team members enjoy higher productivity and morale.

This course equips participants with the knowledge and skills to lead effectively, and also enhances understanding of the evolving roles of a team leader. It focuses on the key areas that team leaders need to master in order to build and manage high performing teams.



- 100% of our participants responded that they shall apply what they have learnt from Team Leadership Toolkit at their workplace.
- 100% of our participants responded that they shall recommend Team Leadership Toolkit to their friends and colleagues
- 90% of our participants are repeat customers

What Our Clients Say:

"This course is excellent. The delivery was fun and insightful, which aids in reinforcing the leadership element. I will definitely recommend every team leader to attend. Thank you for the valuable sharing."

Mr Mohamed Ferhan Feroze

Concierge & Training Manager, Lend Lease Retail Pte Ltd

"Training hosted by Bootstrap is very different especially in its delivery style. Explanations were given from different point of views and it helped me to understand the topics better. Most importantly I can apply what I have learnt in my daily work."

Mr Christian Budihardja

Sales Manager, SLS Bearings (S) Pte Ltd (Indonesia Branch)

"Thank you for all the beautiful moments and the learning that you have given me during the 3 days... I came back feeling motivated and in fact I have started applying the things I have learnt. And... It works!!!"

Ms Iris Siew

Marketing Director, Bella Kini (Singapore) Pte Ltd

"This course geared me up to understand and manage situations with a positive mind-set as well as how to work as a team with a common goal. We only succeed if the team succeeds. Overall, the Team Leadership Toolkit is a MUST HAVE item. What we have learnt can be applied to both our career and family life."

Mr Suresh Robert

Architectural Executive, DP Architects Pte Ltd

Topics

1. Understanding roles and responsibilities of a team leader
 - Career life cycle and T-shaped professionals
 - Positive thinking
 - Team leadership ethics
 - Team leadership value proposition
2. Driving high team performance
 - Defining team
 - Formulating shared team goals and values
 - Motivating team members
 - Managing team communication and meetings
 - Monitoring and reviewing team performance
 - Managing team knowledge
3. Building cohesive team relationship
 - Knowing self: Self profiling
 - Knowing team: Team profiling
 - Stages of team development and team leadership styles
 - Managing diversity in teams
 - Managing conflict
4. Developing Capabilities
 - Emerging skills at the workplace
 - Challenges in capability development
 - Performance management process
 - Performance appraisal
 - Art of mentoring

Learning Outcomes

At the end of the course, participants shall be able to demonstrate the following:

- Identify roles and responsibilities of a team leader
- Adopt positive thinking to lead teams
- Drive team performance to achieve team goals
- Support diversity in the team
- Resolve team conflicts with members
- Build cohesive team relationship
- Develop members through effective performance appraisal and mentoring

Methodology

Simulation, role-play, case study, team discussion and presentation.

Certification

Upon successful completion of the course, participants will be awarded with 3 Statement of Attainment from the Singapore Workforce Development Agency, namely: 1) Encourage People, 2) Support Achievement of Result and 3) Build Team Relationship.

Target Audience

Newly appointed team leaders from all industries with less than 3 years of leadership experience

Duration/Time

3 days / 28.5 hours/ 8.30am to 7.00pm

Course Fee

\$990 per participant

Company sponsored Singaporeans and Singapore Permanent Residents are eligible for the following:

COURSE FEE	COURSE FEE SUBSIDY	NETT COURSE FEES
\$990	\$427.50	\$562.50

ABSENTEEISM PAYROLL	NETT COST TO EMPLOYER
\$128.25	\$434.25

JAN 11-13 (Registration Deadline: 28 Dec 2011)	FEB 15-17 (Registration Deadline: 01 Feb 2012)	MAR 14-16 (Registration Deadline: 29 Feb 2012)
APR 18-20 (Registration Deadline: 04 Apr 2012)	MAY 16-18 (Registration Deadline: 02 May 2012)	JUN 13-15 (Registration Deadline: 30 May 2012)
JUL 18-20 (Registration Deadline: 04 Jul 2012)	AUG 15-17 (Registration Deadline: 01 Aug 2012)	SEP 12-14 (Registration Deadline: 29 Aug 2012)
OCT 17-19 (Registration Deadline: 03 Oct 2012)	NOV 5-7 (Registration Deadline: 22 Oct 2012)	DEC 3-5 (Registration Deadline: 19 Nov 2012)

TO REGISTER OR FOR MORE INFORMATION



+65 6592 0045



jasmine.ang@bootstrap.com.sg



www.bootstrap.com.sg



Facilitator:

Dr Lynda Wee is a Specialist in Leadership and People Management, Strategic Planning and Retail Management.

As the Principal Consultant of a leading telecommunication lifestyle chain store, she handles Strategic Planning, Store Design, Visual Merchandising, Store Operations and Leadership Development. She is an Adjunct Associate Professor at the Nanyang Business School (Nanyang Technological University). She was a member of the Retail 21 Steering Committee in Singapore. She was a Visiting Professor in Retail Marketing at the Southern Methodist University at Dallas, United States. She pioneered Problem-Based Learning in Business Curriculum in Singapore and was bestowed 3 awards by the Prime Minister's Office.

Prior to setting up her own consulting practice, Bootstrap, she was the Senior Vice President of Learning and Development at CapitaLand Limited and held the concurrent post of Founding Principal, CapitaLand Institute of Management and Business (CLIMB). She established CLIMB, CapitaLand's corporate university as part of its people development initiative. CLIMB designs and delivers programmes on core values alignment, managerial and leadership development and real estate business for its employees and partners. She was one of the founding members of the Temasek-Linked Companies Organisation Development Network. She is a Fellow of The Chartered Institute of Marketing, United Kingdom.

BOOTSTRAP COURSE REGISTRATION FORM

PART A: COURSE INFORMATION

Course Title: _____ Course Date: _____

PART B: PARTICIPANT'S INFORMATION

*Delete accordingly

Name (as in NRIC) Dr/Mr/Mrs/Ms: _____ Gender: M/F

NRIC (Pink/Blue)*/ FIN No/ Passport No*: _____ Nationality*:Singaporean/PR/Others(for PR/Others, Please Specify)_____

Date of Birth: ____/____/____ Race: Chinese/ Malay/ Indian/ Eurasian/ Others *(Please specify)_____

Designation: _____ Highest Education: _____

Handphone: _____ Email: _____

Dietary Preference: (Nil, Vegetarian, Halal) *Please delete Accordingly Special Needs: _____

PART C: COMPANY INFORMATION/ EMPLOYMENT DETAILS

*Complete all fields

Name of Authorized Representative: _____ Designation: _____

Name of Company: _____

Invoicing Address: _____ Postal Code: _____

Contact No: _____ (Fax) _____ (Email) _____

REGISTRATION

Please send completed registration form to jasmine.ang@bootstrap.com.sg or mail to: 65 Ubi Ave 1 #03-00 OSIM Headquarters Singapore 408939. For any registration queries, please contact BOOTSTRAP at +65 65920045 or email us at info@bootstrap.com.sg

PART D: PAYMENT

Cheque must be crossed and made payable to: "BOOTSTRAP Pte Ltd"

Bank/Cheque No: _____ Date: _____ Total Amount: _____

Confirmation of enrolment for any unit will only be made upon receipt of the full payment of the course fee and original application form, subject to seat availability. A confirmation email will be sent to you at least 3 working days before course commencement.

CANCELLATION POLICY

If cancellation of a booking is more than 30 days before course start date, 100% of course fee will be refunded. If cancellation is between 15-30 days before course start date, 50% of course fee will be refunded. If cancellation is done less than 15 days from course start date, there will be no refund. All cancellation, withdrawal or rescheduling of a confirmed booking must be made at least 10 working days before course commencement.

BOOTSTRAP Pte Ltd reserves the right to cancel a course, change dates, time, venue, trainers and fees of the course due to unforeseen circumstances beyond its control. If a course is cancelled, BOOTSTRAP Pte Ltd will advise you accordingly and a full refund of course fees will be paid. A notification email will be sent to you at least 3 working days before course commencement.

PART E: APPLICANT DECLARATION

I declare all the information given by me in this application is true and correct and I understand that misrepresentation or omission is sufficient grounds for rejection of my application or withdrawal of any place offered, and that this withdrawal may take place at any stage during the course I undertake. I understand and accept the terms and conditions, rules and regulations of the program set by BOOTSTRAP.

Signature of Applicant and Date

BOOTSTRAP
The Growth Catalyst

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