

Team Leader / Supervisor

A team leader/supervisor is a first line management role, responsible for operations, a project or for managing a team to deliver a clearly defined outcome. They provide direction, instructions and guidance to ensure the achievement of set goals. Working in the private, public or third sector and in all sizes of organisation, specific responsibilities will vary, but the knowledge, skills and behaviours needed will be the same whatever the role.

Behaviours

- Takes responsibility
- Inclusive
- Agile
- Professionalism

Assessment

- L3 Diploma in Management (optional)
- Portfolio of evidence
- Test of knowledge
- Competency-based interview
- Professional discussion
- Grading (pass, merit, distinction)

Funding cap
£5,000

Average duration
12 - 18 months

Level 3
A Level equivalent

Qualifications
None specified

Professional Accreditation
**Eligible to apply for
CMI or ILM
Associate Membership**

Candidates will cover these areas on their course:

	Knowledge	Skills
Leading People	Leadership styles; coaching; organisational cultures; equality, diversity and inclusion	Communicate strategy; support team development; manage change
Managing People	Models inc dynamics and motivation; HR systems; performance management; setting goals; appraisals; absence management and more	Build high-performing team; supporting and developing individuals; motivating; set operational/personal goals and objectives; monitor progress; provide guidance/feedback.
Building Relationships	Customer and stakeholder relationship management; emotional intelligence; managing conflict; cross team working	Build trust; effective negotiation/influencing skills; manage conflict; identify/share good practice; build effective customer relationships
Communication	Forms of communication; chair meetings; hold challenging conversations; provide constructive feedback; raising concerns	Communicate effectively; chair meetings; presentations; active listening; constructive feedback
Operational Management	Implement operational/team plans; manage resources; managing change; data management; technologies	Communicate strategy; deliver ops. plans; translate goals into team actions; identify challenges/solutions; reporting; organise/prioritise/allocate work; collate/analyse data
Project Management	Project lifecycle/roles; deliver a project including: managing resources, identifying risks and issues, project management tools.	Manage resources and risk; monitor progress against project plan; use project management tools; take corrective action to ensure success
Finance	Governance and compliance; deliver Value for Money; monitor budgets	Ensure effective budget controls
Self-Awareness	Unconscious bias and inclusivity; learning styles; feedback mechanisms; emotional intelligence	Reflect on own performance; seek feedback; understand why things happen; learn from feedback
Management of Self	Time management; prioritising; planning	Create effective personal development plan; use time management techniques
Decision Making	Problem solving; decision making; analyse data	Use problem solving techniques to make decisions; escalate issues when required



For further information, contact CQM
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