



Psychiatric Disability Services of Victoria (VICSERV) Inc
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Team Leadership Skills **A VICSERV Specialist Partnership Training Program**

Program Overview

This two-day workshop will help both new and experienced team leaders and supervisors to improve their existing people and task management skills. The workshop covers the fundamental aspects of team leadership in a PDRS or similar environment and will include some of the issues that make the transition from practitioner to team leader/supervisor more difficult.

Participants also receive a comprehensive Team Leadership manual to reinforce the workshop learning.

The workshop will reflect on participants' actual experience in the role and use other examples from the Psychiatric Services and Human Services sector. They will learn how to communicate more effectively with staff, delegate appropriately, set professional and personal boundaries, manage their own workloads and the workloads of their team and motivate their individual team members. The Team Leadership training program is presented in conjunction with Fundamental Training and Development.

Program Aims and Objectives

The purpose of this program is to enhance the skills of team leaders within the sector, increase their confidence and competence in the role. This will in turn create more effective teams and a better service to your clients.

Participants will be better able to:

- Differentiate the roles of the team leader and that of the practitioner
- Communicate with a wide variety of team members
- Determine their own leadership style and use their strengths and work on their weaknesses
- Determine priorities and manage workloads
- Delegate to staff
- Determine what motivates their staff and therefore improve team morale and productivity
- Conduct team meetings

You Should Attend If You:

- Would like to improve your existing team leadership skills
- Have recently made the transition from practitioner to team leader/supervisor
- Have been in the role for some time but have no formal training in team leadership
- Need more practical tools to help with team leadership issues
- Find the additional responsibilities of the role are causing additional stress
- Are hoping to attain a leadership or supervision role in the near future

Program Format

The workshop will be delivered using a combination of methods and is based on the principles of adult learning and recognises that active participation and skills practice will sustain interest and build confidence and competence. Formats include extensive opportunities for small group interaction, questionnaires, simulations and self directed learning.

Program Content Day 1

<p>Introduction</p> <ul style="list-style-type: none">• What is Team Leadership?• Making the transition from practitioner• Transition issues• The fundamental skills <p>Leadership styles</p> <p>Managing workloads</p> <ul style="list-style-type: none">• Changing inefficient habits• Three ways to make better use of your time• The prioritised 'To Do' list	<p>Communication</p> <ul style="list-style-type: none">• The communication process• Non-verbal communication• Active listening <p>Setting goals and objectives</p> <ul style="list-style-type: none">• SMART goals <p>Delegation</p> <ul style="list-style-type: none">• How to delegate
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Program Content Day 2

<p>Conducting effective client meetings</p> <ul style="list-style-type: none">• Components of meetings• Setting an agenda• The environment• Staying on course <p>Managing difficult staff behaviour</p> <ul style="list-style-type: none">• Handling difficult behaviour• Principles of behaviour	<p>Motivating staff</p> <ul style="list-style-type: none">• Theories of motivation <p>Effective team building</p> <ul style="list-style-type: none">• Attributes of a well functioning team• Tuckman's model of group dynamics <p>Staff feedback</p> <ul style="list-style-type: none">• Measuring performance• Feedback skills• Closing the gap
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Program Presenter

Adam Le Good has developed and conducted a wide variety of management and personal development programs for a broad cross section of clients since 1988. During that time he has worked an internal training consultant with the Department of Human Services. Since commencing his own training company, he has worked with a wide variety of clients including a large number of human service organisations and psychiatric disability support agencies.

He uses practical applications of management principles and theory plus a humorous and theatrical style to ensure that trainees enjoy their learning experience and are able to translate their newly acquired skills to the workplace. His knowledge of adult learning principles, group dynamics, learning styles and human behaviour ensures that the training will appeal to a broad range of participants.

Adam is also the lead trainer for the Diploma of Frontline Management course that has been delivered on behalf of the PDRS sector since 2004.

Trainer(s): Adam Le Good, Fundamental Training and Development.
Date(s) & time(s): Friday 7 & 14 March 2008 - 9.15am (registration) 9.30am – 4.30pm
Location: VICSERV, Level 2, 22 Horne Street, Elsternwick VIC 3185
Cost: VICSERV Member \$286 including GST.
Non member \$357.50 including GST
Program manual & lunch provided.



**Please fax this registration form to (03) 9519 7022,
OR
Mail to Level 2, 22 Horne Street, Elsternwick 3185
OR
Email: training@vicserv.org.au**

Name (please print):			
Course & Code:	Team Leadership Skills T816		
Date(s) & time(s)	Friday 7 & 14 March 2008 9.15am – 4.30pm		
Location:	VICSERV, Level 2, 22 Horne Street, Elsternwick		
Cost (please tick box):	VICSERV Member Rate \$286.00 inc GST	<input type="checkbox"/>	
	Non Member Rate \$357.50 inc GST Text	<input type="checkbox"/>	
Organisation:			
Invoice Address:			
Suburb:		Postcode:	
Tel:			
Fax:			
Email:			
Confirmation Address (if different from Invoice Address):			
Suburb:		Postcode:	