

# Great team leaders aren't born. They are trained on-the-job.

New Zealand Certificate in Business  
(Introduction to Team Leadership) Level 3



Top team leaders have real hands-on operational experience plus great leadership skills.

People may be experts at their job, but it takes a completely different set of skills to lead a team successfully. This popular programme is designed to give your talented employees with management potential, the skills they need to take on greater responsibility in your business. It's also perfect for succession planning.

Your existing or up-coming team leaders will be given the essential know-how to lead a group effectively and make a positive contribution to the performance of your business.

The team leader programme involves a mix of theory and practical skills. It is easily achieved by your employees on-the-job, and at a pace that works for your business.

## Benefits for your business:

Upskilling your staff in team leadership helps you:

- ▶ boost morale, motivation and teamwork
- ▶ make great customer service business as usual
- ▶ increase productivity and sales
- ▶ build a stronger team
- ▶ develop and retain your skilled employees
- ▶ continue to improve your business.

## Benefits for your employees

Upskilling your staff in team leadership helps them:

- ▶ gain confidence in managing a team for performance
- ▶ feel a valued member of your organisation
- ▶ understand the importance of their role for customers and your business
- ▶ increase their job satisfaction
- ▶ develop their career with national qualifications.



## Case Study

Air New Zealand has hundreds of highly skilled operations experts at airports around the country – from check-in agents to aircraft loaders – but several years ago, when it came to recruiting team management roles from within the business, leadership skills and experience was thin on the ground.

**Solution:** “We wanted our great operators to also be great team leaders and managers,” says Kate Fitzgerald, Air New Zealand Airport Manager New Plymouth, and Airports Emerging Leaders Project Manager. “We created a trial leadership training programme for operational staff that was such a success we worked with ServiceIQ to link the skills to tangible First Line Management qualifications and rolled it out nationwide.

“We lead our people through two-tiered training starting with team leadership (Level 3) followed by the elite programme (Level 4) for people managing 10-25 employees at airport check-in, loading or cleaning teams.”

**Result:** Air New Zealand is upskilling 32 operational staff in Level 3 and eight in Level 4 each year. “It’s been huge,” says Kate. “Air New Zealand invests heavily in great leadership development, and this particular programme is very popular with staff because they gain meaningful qualifications and take a step up in their career.

For the company, the training has allowed us to have a real succession plan by creating a pool of skilled and qualified people who will be next in line for high level team management roles.”

### Programme Features – Skills for success

This programme helps your trainees to develop the strong communication skills essential to leading a great team. They will also gain confidence in:

- ▶ teamwork
- ▶ writing short reports
- ▶ effective communications in a bi-cultural and multi-cultural workplace
- ▶ leading for effective team performance
- ▶ working co-operatively
- ▶ problem solving and decision making
- ▶ legal compliance essentials.

### Why ServiceIQ?

ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service. We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

### Talk to us

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ Training Advisor for no obligation advice and programmes to fit your needs.



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