



Great team leaders aren't born, they are trained

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.

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.

Find out more: www.ServiceIQ.org.nz/training/business-and-management

ServiceIQ
Industry Qualifications

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.

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