



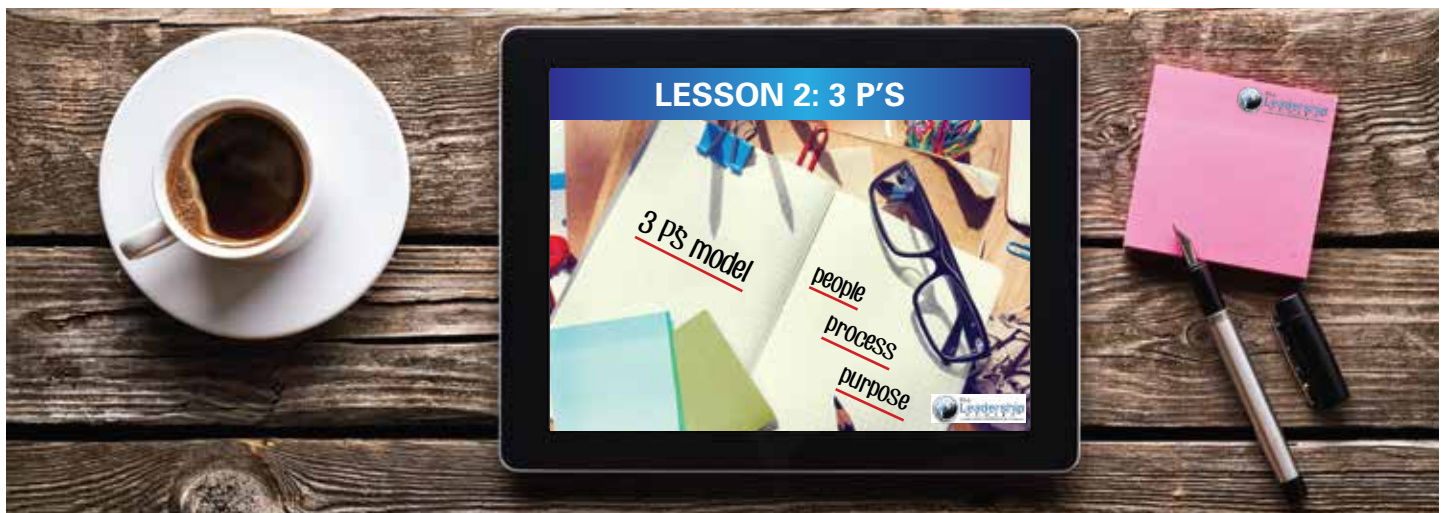
**Engage with other dynamic Supervisors facing similar challenges. Experience robust discussion and debates in an interactive classroom environment**

## COURSE OVERVIEW

The Emerging Leader has the potential to be a future leader in any organisation. As this may be their first experience as a Leader, it is important to ensure they are operating from a strong foundation. The Emerging Leader is aimed at teaching key skills around communication, building teams, managing conflict, facilitating effective meetings or workshops and motivating team members.

## KEY OUTCOMES

- Highlight the characteristics of a World-Class Organisation (WCO)
- Define your customer's needs (internal and external customer)
- Identify your personality profile and the importance of adapting your leadership style to suit your followers
- Describe and apply techniques used to communicate skillfully
- Apply the principles of time management
- Develop vision, goals and values for your team
- Facilitate effective meetings to achieve desired outcomes
- Determine the elements of achieving a World-Class culture (focused improvements, 8 types of waste, 5S)
- Describe and apply the stages of the PDCA model (Plan, Do, Check, Act)
- Apply the A3 problem solving technique
- Apply root cause analysis techniques (5Whys, Brainstorming and Fishbone)
- Discuss the importance of applying Visual Management that drives performance
- Define motivation and identify ways to motivate your team and achieve your teams vision/objective/mission
- Apply techniques to engage your team to enable them to perform optimally
- Discuss and apply the principles of delegation



# THE EMERGING LEADER - SUPERVISOR DEVELOPMENT



FUTURE

LEADERSHIP

ACTION

MOTIVATION

EDGE

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## COURSE INCLUDES



- Course Manual
- 3 days of expert training

## DURATION



3 days over 2 months

## HOW TO BOOK



To book email [registrations@tlcglobal.co.za](mailto:registrations@tlcglobal.co.za)  
or  
call **0861 TLC 4ME / 0861 852 463**



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