

JOB PROFILE FOR TEAM LEADER MASTERCLASS: SKILLS FOR MODERN LEADERS



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TRAINING CENTER



Introduction

Job Profile for Team Leader Masterclass: Skills for Modern Leaders Training Course prepares first-line and mid-level leaders to perform the team leader role with clarity and confidence. The role has a defined profile: set direction, organise work, develop people, and deliver results. Many new leaders step into it without a clear picture of what the job actually requires. This masterclass closes that gap with a structured, practical approach. It covers delegation, feedback, performance conversations, and team motivation. As a result, participants leave with a working job profile, a personal development plan, and habits they can apply from the first week.

Job Profile for Team Leader Masterclass: Skills for Modern Leaders Course Objectives

- Define the team leader job profile, accountabilities, and boundaries.
- Transition from individual contributor to leader with confidence.
- Apply situational leadership to match style with team readiness.
- Delegate using the five levels of delegation and clear ownership.
- Set goals with SMART objectives and cascaded team targets.
- Run effective one-to-one meetings and team briefings.
- Deliver feedback using the SBI and DESC frameworks.
- Manage performance conversations and improvement plans.
- Apply motivation theory, including Herzberg and self-determination theory.
- Build psychological safety and manage team conflict constructively.

Course Methodology

- Facilitated sessions built around real team leader scenarios.

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- Role-play of one-to-ones, feedback, and performance conversations.
- Case studies from service, technical, and operations teams.
- Group exercises in goal setting and delegation planning.
- Self-assessment tools and leadership style diagnostics.
- Simulation of conflict resolution and motivation challenges.
- Peer coaching, reflection, and personal development planning.

Who Should Take This Course

- Newly appointed team leaders and supervisors.
- Experienced team leaders refreshing their practice.
- Senior individual contributors moving into leadership.
- Project and shift leaders with people responsibility.
- Department supervisors and coordinators.
- HR professionals supporting leadership development.
- Managers building a consistent leadership standard.

Job Profile for Team Leader Masterclass: Skills for Modern Leaders Course Outlines

Day 1: The Team Leader Role and Job Profile

- Defining the team leader job profile and core accountabilities.
- Key result areas, competencies, and performance standards.
- The transition from individual contributor to leader.
- Common pitfalls for new team leaders.
- Managing former peers and informal influence.



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- Time management and priority setting for leaders.
- Workshop: drafting a personal team leader job profile.

Day 2: Communication, Briefings, and One-to-Ones

- Communication styles and adapting the message.
- Active listening and questioning techniques.
- Structuring effective one-to-one meetings.
- Running team briefings and toolbox talks.
- Giving feedback with SBI and DESC frameworks.
- Receiving feedback and handling defensive reactions.
- Role-play: conducting a structured one-to-one.

Day 3: Delegation, Goal Setting, and Performance

- Why delegation fails and how to prevent it.
- The five levels of delegation and task ownership.
- Setting SMART objectives and cascaded team goals.
- Tracking progress with simple performance measures.
- Conducting performance reviews and appraisal conversations.
- Handling underperformance with improvement plans.
- Workshop: building a delegation and goal-setting plan.

Day 4: Motivation, Engagement, and Team Culture

- Motivation theories: Maslow, Herzberg, and self-determination theory.
- Engagement drivers and practical retention actions.
- Recognizing and rewarding good performance.



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- Building trust and psychological safety.
- Team development stages and the Tuckman model.
- Managing remote and hybrid team dynamics.
- Workshop: designing a team engagement action plan.

Day 5: Conflict, Change, and Leadership Growth

- Sources of workplace conflict and early warning signs.
- Conflict resolution approaches and the Thomas-Kilmann model.
- Difficult conversations and mediation basics.
- Leading teams through change and uncertainty.
- Coaching team members with the GROW model.
- Building a personal leadership development plan.
- Capstone: presenting a 90-day leadership action plan.

Conclusion

By successfully completing Job Profile for Team Leader Masterclass: Skills for Modern Leaders Training Course, participants will have acquired the knowledge to define the team leader role clearly, delegate with confidence, set goals that align with organizational priorities, give feedback that improves performance, and motivate diverse teams. They will also understand how to handle conflict, lead through change, and coach their own people. Gentex Training Center delivers this program through applied workshops and expert facilitation, so participants can lead from day one.





FAQs for the Job Profile for Team Leader Masterclass course

Q1 What is the "Job Profile for Team Leader Masterclass: Skills for Modern Leaders" course about?

It is a training program that defines the team leader role and builds the everyday skills it demands. It covers the job profile, communication, delegation, goal setting, performance management, motivation, and conflict handling.

Q2 What are the key benefits of the "Job Profile for Team Leader Masterclass: Skills for Modern Leaders" course?

Participants gain a clear picture of their responsibilities, stronger confidence in people conversations, and practical tools for daily leadership. Organizations benefit from more consistent leadership across teams, fewer escalations, and higher engagement and retention.

Q3 What skills will I gain from the "Job Profile for Team Leader Masterclass: Skills for Modern Leaders" course?

Participants build team leadership role clarity and delegation, communication, briefing, and one-to-one skills, goal setting and performance management, and motivation, engagement, and conflict resolution.



Q4 What tools, methods, or standards are covered in the "Job Profile for Team Leader Masterclass: Skills for Modern Leaders" course?

The course covers the five levels of delegation, SMART objectives, the SBI and DESC feedback frameworks, situational leadership, the GROW coaching model, the Tuckman team development stages, the Thomas-Kilmann conflict model, Herzberg's theory, and self-determination theory.

Q5 How is the "Job Profile for Team Leader Masterclass: Skills for Modern Leaders" course applied in real-world practice?

Learners apply it by running scheduled one-to-ones, delegating with clear ownership levels, setting and tracking team goals, giving structured feedback, holding performance reviews, and using a 90-day plan to embed new leadership habits with their teams.