

TEAM LEADER JOB DESCRIPTION TRAINING: DEFINE, LEAD, AND INSPIRE



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Introduction

Team Leader Job Description Training: Define, Lead, and Inspire Training Course prepares current and aspiring team leaders to understand exactly what the role demands. Participants learn how to define the position, set expectations, and lead a team with clarity and credibility. The program combines role design with leadership practice in goal setting, coaching, and accountability. As a result, learners gain a clear picture of their responsibilities and the habits that make the role work. Furthermore, the course strengthens delegation, feedback, and the personal presence that earns a team's trust.

Team Leader Job Description Training: Define, Lead, and Inspire Course Objectives

- Understand what a team leader job description contains and why it matters.
- Define the team leader role using competency frameworks and role profiles.
- Set clear expectations, standards, and service level commitments for the team.
- Translate team goals into SMART objectives and team KPIs.
- Apply situational leadership (Hersey-Blanchard) to match style to team readiness.
- Delegate using the five levels of delegation with clear accountability.
- Coach team members using the GROW model and on-the-job training.
- Give developmental feedback with the SBI (Situation-Behaviour-Impact) model.
- Lead performance dialogue, one-to-ones, and appraisal conversations.
- Build personal credibility, influence, and leadership presence.

Course Methodology

- Interactive sessions built on real team leader role and practice cases.
- Workshops on role definition, competency mapping, and expectation setting.

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- Group work on goal setting, delegation plans, and accountability structures.
- Hands-on practice with coaching, feedback, and one-to-one routines.
- Simulation of performance conversations and difficult team situations.
- Facilitator coaching and peer review on personal leadership plans.

Who Should Take This Course

- Newly appointed team leaders and supervisors.
- Aspiring team leaders preparing for the role.
- First-line managers moving from technical work into leadership.
- HR professionals designing team leader job descriptions.
- Department managers aligning role expectations across teams.
- Team leaders seeking to sharpen their practice.

Team Leader Job Description Training: Define, Lead, and Inspire Course Outlines

Day 1: Defining the Team Leader Role

- What a team leader job description contains and why it matters.
- Purpose, scope, and reporting lines of the role.
- Key responsibilities, tasks, and decision rights.
- Competency frameworks, job families, and role profiles.
- Required skills, behaviours, and experience.
- Performance measures and success criteria for the role.
- Case study: a vague job description and the confusion it caused.





Day 2: Setting Expectations and Direction

- Service level expectations and standards of work.
- Setting team goals with SMART criteria and team KPIs.
- Cascading organisational objectives into team priorities.
- Communication discipline and instructions that land.
- Establishing credibility with a former peer group.
- Building accountability without micromanagement.
- Workshop: writing a role expectations and goals document.

Day 3: Leading, Coaching, and Developing

- Situational leadership (Hersey-Blanchard) and adapting style.
- Delegation with clear outcomes, authority, and support.
- The GROW model for coaching conversations.
- Structured on-the-job training and competence verification.
- Feedback with the SBI (Situation-Behaviour-Impact) model.
- Recognition, motivation, and team morale.
- Exercise: coaching a team member through a performance gap.

Day 4: Performance, Accountability, and Difficult Conversations

- One-to-one routines and check-in cadence.
- Performance dialogue: measures, evidence, and fairness.
- Appraisal and review conversations.
- Handling underperformance with structured improvement plans.

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- Managing discipline, absence, and conduct issues fairly.
- Escalation, decision rights, and working with HR.
- Simulation: a difficult performance conversation.

Day 5: Influence, Presence, and Leadership Growth

- Personal credibility and leadership presence.
- Managing upwards and working with your manager.
- Stakeholder relationships across functions.
- Handling conflict and competing priorities.
- Ethical judgement and accountability as a team leader.
- Personal development planning and leadership growth.
- Capstone: presenting a team leader role and development plan.

Conclusion

By successfully completing Team Leader Job Description Training: Define, Lead, and Inspire, participants will gain a clear understanding of what the team leader role requires and how to perform it well. They will acquire skills in role definition, goal setting, delegation, coaching, and performance dialogue. Gentex Training Center designs the program to help team leaders step into the role with clarity and lead with confidence.

FAQs





Q1 What is the "Team Leader Job Description Training: Define, Lead, and Inspire" course about?

It helps current and aspiring team leaders understand exactly what the role demands. The course covers role definition and competency frameworks, expectation setting and team KPIs, delegation and coaching, performance dialogue, and the personal presence that earns a team's trust.

Q2 What are the key benefits of the "Team Leader Job Description Training: Define, Lead, and Inspire" course?

You gain a clear picture of your responsibilities, which removes the confusion that new team leaders often carry. The course improves delegation and coaching, strengthens performance conversations, reduces dependence on you, and builds credibility with both your team and your manager.

Q3 What skills will I gain from the "Team Leader Job Description Training: Define, Lead, and Inspire" course?

You will develop four core skills: team leader role definition and expectation setting, goal setting and accountability management, coaching, feedback, and development of team members, and performance dialogue with difficult conversation handling.



Q4 What tools, methods, or standards are covered in the "Team Leader Job Description Training: Define, Lead, and Inspire" course?

The course covers team leader job descriptions and role profiles, competency frameworks and job families, SMART criteria and team KPIs, service level expectations, the five levels of delegation, situational leadership (Hersey-Blanchard), the GROW coaching model, the SBI (Situation-Behaviour-Impact) feedback model, structured on-the-job training, one-to-one routines, structured improvement plans, and personal development planning.

Q5 How is the "Team Leader Job Description Training: Define, Lead, and Inspire" course applied in real-world practice?

Participants apply it to real work such as drafting or refreshing a team leader job description, setting service expectations for a team, running a one-to-one check-in, and handling an underperformance conversation. The same methods support appraisal cycles and escalation decisions.