

Cool Milk

Supervisor Development

29th September 2011



Objectives

- Identify the key roles of a Team Leader at Cool Milk.
- Understand how to help our team perform at its best.
- Identify how to adopt our leadership approach in different situations.
- Develop the skills of an effective leader.
- Develop a plan for excellent performance.



Content Overview

- My role as a leader
- Elements of motivation
- Setting effective goals
- Flexing my leadership approach
- Communication and feedback
- How to delegate
- Developing my team
- Action Planning



