



*Training Course:  
Certified Team Leader*

*22 - 26 June 2026  
Milan (Italy)*

## Training Course: Certified Team Leader

Training Course code: LS234868 From: 22 - 26 June 2026 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

### Introduction

This course relies on the use of self evaluation exercises aimed at helping participants learn about their preferred styles in leading and communicating with others. The course also features the use of a number of case studies, practical exercises and presentations by participants followed by group discussions.

### Objective

By the end of the course, participants will be able to:

- Develop trust and rapport between team members
- Create an effective and empowered team
- Establish a motivating team environment
- Apply strategies for improving team relationships
- Develop strategies for implementing changes within a team

### Target Audience

- Managers
- supervisors
- team leaders who are responsible for building and maintaining effective teams in the work environment

### Target Competencies

- Relating to others
- Leading others
- Gaining commitment
- Teamwork
- Collaboration
- Self awareness

- Understanding motivational needs

## Outlines:

### Day 1:

- The team leadership challenge
  - 21st century team definition
  - On shifting ground: organizations today
  - Skills of effective team leaders
  - Characteristics of effective team leaders
  - Developing leadership skills
  - Leadership styles: self analysis
  - Techniques for increasing team effectiveness

### Day 2:

- Building a high performance team
  - Recipe for successful teams
  - The teamwork success formula
  - The importance of clear goals
  - Decisions by consensus
  - Clear roles and work assignments
  - From involvement to empowerment
  - Types of effective teams
  - Team development stages

### Day 3:

- Inspiring teams to better performance
  - Identifying team roles
  - The Belbin type indicator

- Aligning individual and team motivators
- The values alignment matrix
- Keys to resolving values conflicts
- The motivating mix
- Creating a supportive environment
- Energizing your team

#### Day 4:

- Sustainable strategies for improving team relationships
  - Identifying effective communication methods
  - Face to face communication
  - Team problem solving
  - Factors shaping team performance
  - Phases of team problem solving
  - Tools for making effective team decisions
  - The ingredients of effective decision making

#### Day 5:

- The team leader's role in managing change
  - Managing change
  - Change requires exchange and expanded thinking
  - Key factors in successful change
  - The change cycle
  - The 4 room apartment strategy
  - Typical reactions to change
  - Helping the team move through change stages
  - Handling reactions to change

- Strategies for dealing with change
- The 17 laws of great teamwork

## Registration form on the Training Course: Certified Team Leader

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
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to: Global Horizon  
3 Oudai street, Aldouki,  
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