

# Team Leader / Supervisor

## Level 3 Apprenticeship Standard



**Mantra's Team Leader Programme can be used to develop individuals who are new to the role or raise the skill levels of current supervisors. It will teach them effective managerial techniques that will improve the efficiency of your organisation.**

Delivery involves a blend of classroom theory sessions and practical training to teach;

- Team management principles – team dynamics, motivation, managing resources and workloads
- Leadership techniques – coaching, decision making, role modelling and managing change
- Performance management – absence management, appraisals, setting objectives
- Relationship management – negotiation and networking skills
- Communications – active listening, digital, verbal and written skills - delivering presentations
- Human resources and legal requirements – equality, diversity and inclusion
- Operational and project management – planning, prioritisation and collecting, analysing, using data
- Financial management – controlling budgets, delivering value for money, governance and compliance

**The programme embeds the knowledge, skills and behaviours required for managing teams and projects to meet the organisation's goals.**

### **Key features of the funded 13-months programme;**

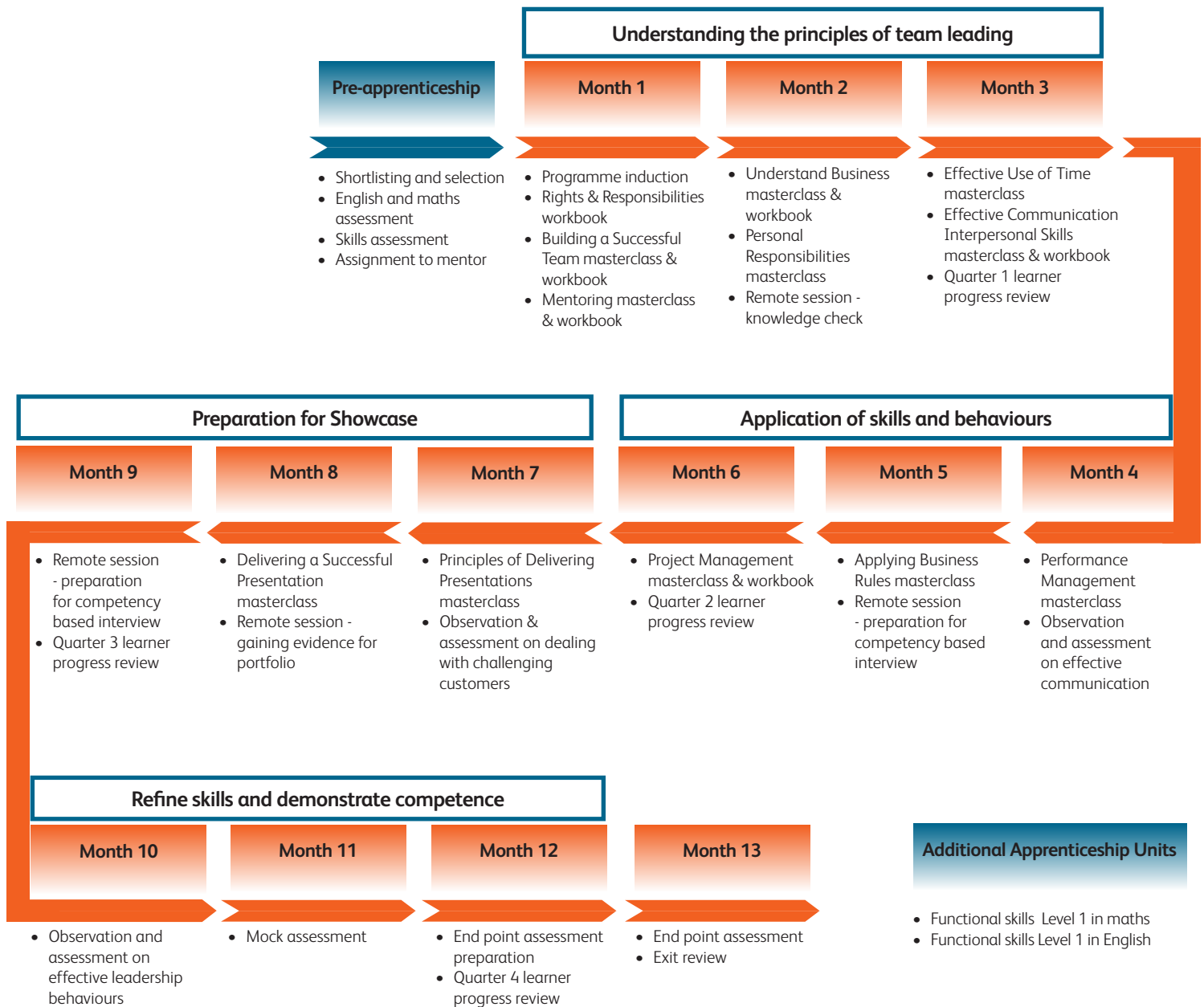
- 11 masterclasses - providing underpinning knowledge and embedding practical skills
- 6 informative knowledge workbooks - promoting latest industry best practices
- Shadowing and mentor training - to embed company specific procedures
- Quarterly learner reviews - tutor, mentor and learner discuss progress and set targets
- Observations and assessments - to ensure the learner is putting the taught skills and knowledge into practice. Providing feedback to improve performance
- English and maths functional skills training
- Mock assessment - ensure the learner's End point assessment readiness
- End point assessment - knowledge test, competency based interview, portfolio of evidence and professional discussion

**Mantra Learning is an accredited provider of  
The National Logistics Academy**

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## Programme Outline

**Developing your team leader's management skills improves productivity and efficiency of your workforce, making a significant increase to your organisation's profit margin.**



Currently in a new role as team leader, the training has helped me to manage staff in an effective manner and helped me be an effective team leader, which has supported the business with my ability to perform business activities.

Ben Phillips, Domu

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