



The Successful Team Leader Digital Badge 2024/2025

This programme is open to any staff member in a **supervisory, management or leadership role**.

This badge recognises the personal and professional development journey taken by UCC team leaders in focusing on personal effectiveness skills. Individuals who attend 6 or more workshops within an 18-month period and complete a short reflective statement (600-word limit) describing the learning which the participant has taken from the programme in their own approach as a team leader will be awarded **The UCC Successful Team Leader Digital Badge**.

The Successful Team Leader is a programme of short (2.5 hour) sessions facilitated by HR Managers and colleagues in Staff Wellbeing & Development, designed to provide specific work-related knowledge and guidance and practical skills enhancement to UCC staff across the University. The sessions are intended to provide support for staff through the sharing of information and guidance and the opportunity for skills and knowledge development. The programme also provides staff with opportunities to network with colleagues across the university. For our 2024/25 programme some workshops are available online and others are taking place in-person and on campus. For those sessions taking place on campus this is to promote networking and peer learning amongst UCC colleagues and for these in-person workshops here will be no online participation facility available.

To book a place on any one or number of *The Successful Team Leader* workshops, please do so via the 'My Training' tab on ess.ucc.ie.

In order to ensure sufficient time, space and reflection to embed all programme learnings, we would strongly encourage participants on this programme to complete the requirements for this digital badge, prior to participating in any other digital badge programme as facilitated by Staff Wellbeing & Development.

To obtain The UCC Successful Team Leader Digital Badge	
a)	Complete at least 6 <i>Successful Team Leader</i> workshops within an 18-month period.
b)	Write a 600-word reflective statement on the learnings taken from the programme
c)	Email your statement to traininganddevelopment@ucc.ie & we will be in touch regarding the outcome shortly thereafter.

The Successful Team Leader Workshops 2024/2025

1. Influencing & Persuading Others

Date: Thursday 19th September 2024

Time: 10:00 – 12:30

Location: **In-person, North Wing Conference Room** (not available online)

Facilitators: Anne Gannon & Mary Ward

Objectives:

- Understand what influence and persuasion is and what the current challenges are in influencing and persuading others
 - Develop techniques to enable effective influence and persuasion of colleagues, students, and stakeholders in both in-person and remote interactions
 - Review the influence without authority model (Cohen-Bradford)
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2. Imposter Syndrome & Our Inner Critic

Date: Thursday 3rd October 2024

Time: 10:00 – 12:30

Location: **Online**, via Microsoft Teams

Facilitators: Mary Horgan

Objectives:

- Understand what Imposter Syndrome is, the different symptoms & triggers
- Develop your awareness as a manager to identify staff who may be challenged by lack of confidence
- Investigate the critical role of self-belief and the potential of the Growth Mindset in combatting it
- Identify implementable techniques you and/or staff can introduce into their working day to assist in dealing with it
- Develop & commit to a personalised plan of action to overcome its challenges, enabling you to be your best self
- As a manager, identify how best to support and further develop your staff

3. Engaging Your Team in the Blended Working Environment

Date: Thursday 24th October 2024

Time: 10:00 – 12:30

Location: **Online**, via Microsoft Teams

Facilitators: Anne Gannon

Objectives:

- Identify the drivers for engaged colleagues
 - Consider strategies to build and maintain a strong sense of team cohesion and collaboration while promoting a sense of inclusivity and engagement among both in-person and remote team members
 - Understand team leader led techniques to motivate and inspire team colleagues, leveraging both intrinsic and extrinsic motivators
 - Gain insights into fostering an inclusive team culture that values diverse perspectives and contributions, ensuring that all team members feel valued and engaged
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4. Leading Others Effectively through Change

Date: Friday 13th December 2024

Time: 10:00 – 12:30

Location: **Online**, via Microsoft Teams

Facilitators: Anne Gannon & Mary Ward

Objectives:

- Gain a deep understanding of the psychological and organisational dynamics of change, enabling them to anticipate challenges and optimise opportunities for change
- Examine the impact of effective communication skills to effectively communicate the rationale, goals, and benefits of change initiatives, ensuring clarity and alignment among team members
- Explore strategies to foster resilience and adaptability within their teams, empowering team members to navigate uncertainty and embrace change positively
- Consider our own change readiness as Team Leaders and how this may influence team engagement with change
- Reflect on leadership during periods of transition and how to inspire confidence and commitment among colleagues

5. Managing Individual Performance

Date: Thursday 16th January 2025
Time: 10:00 – 12:30
Location: **Online**, via Microsoft Teams
Facilitators: Anne Gannon and Mary Ward

Objectives:

- Participants will learn how to establish a culture of performance in creating goals and expectations that align with unit and organisational objectives
 - Consider performance management practices and how to effectively develop skills in using regular check-ins, and feedback mechanisms to manage performance effectively
 - Explore support the professional development of team members through coaching, training opportunities and plans in fostering growth and engagement
 - Examine recognition in acknowledging team members' contributions effectively, motivating performance and maintaining morale during periods of change
 - Outline the UCC HR policies and supports that are available to support the management of performance
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6. Knowing Yourself and Leading Others (MBTI)

Date: Thursday, 30th January 2025
Time: 10:00 – 12:30
Location: **Online**, via Microsoft Teams
Facilitators: Mary Horgan

MBTI is a simple yet highly versatile developmental tool which helps us develop a deeper understanding of ourselves, how we interact with others & them with us & how we approach our work.

Objectives:

- Find out more about your own personality & those of your team & how they influence the way we work
- Consider individual differences & their impact in the workplace
- Explore how to appreciate & leverage on your team's differences for improved team working
- Reflect on strategies for better engagement with your team

7. Critical Conversations & How to Manage Them

Date: Thursday 13th March 2025
Time: 10:00 – 12:30
Location: **Online**, via Microsoft Teams
Facilitators: Anne Gannon and Mary Ward

Objectives:

- Explore effective communication skills to facilitate productive and respectful critical conversations with team members.
 - Investigate techniques to manage their own emotions and navigate emotionally charged situations during critical conversations, ensuring a constructive dialogue that leads to positive outcomes.
 - Examine strategies to address conflicts and solve problems collaboratively during critical conversations
 - Consider scenarios that might arise and may require having a critical conversation
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8. Understanding Emotional Intelligence & How to Develop it Further

Date: Thursday, 20th March 2025
Time: 10:00 – 12:30
Location: **Online**, via Microsoft Teams
Facilitators: Mary Horgan

Objectives:

- Gain a greater understanding of what is meant by Emotional Intelligence & what it looks like in real life
- Examine the ‘Growth & Fixed Mindset’ & how this can enhance your EI
- Consider EI under five categories and identify your strengths and areas for development
- Identify a number of simple strategies to improve your own EI

9. Making Meetings Work in the Evolving Work Environment

Date: Tuesday, 1st April 2025
Time: 10:00 – 12:30
Location: **Online**, via Microsoft Teams
Facilitators: Anne Gannon and Mary Ward

Objectives:

- Considerations for designing and structuring meetings that cater to both in-person and remote participants, ensuring inclusivity, engagement, and productivity
 - Examine techniques for fostering clear and concise communication during meetings, ensuring all team members, regardless of their location, understand key messages and action items
 - Exploring meeting roles and responsibilities and establishing accountability measures and follow-up procedures to ensure that meeting outcomes and decisions are effectively implemented across blended working environments
 - Evaluating and considering meeting success factors
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10. Motivating Your Team

Date: Tuesday 10th April 2025
Time: 10:00 – 12:30
Location: **Online**, via Microsoft Teams
Facilitators: Anne Gannon and Mary Ward

Objectives:

- Explore the diverse motivational factors that drive team members in a blended working environment, including remote and in-person dynamics, and how to leverage these factors effectively
- Examine key motivational strategies to suit the unique challenges and dynamics of blended working environments, fostering engagement, morale, and productivity among team members
- Consider the skills of the team leader in creating a supportive and inclusive team culture that promotes motivation and resilience, despite challenges and uncertainties at work
- How to apply personalised leadership approaches that cater to the individual needs and preferences of team members, while promoting a sense of value and purpose within the team

11. Exploring the Role of the Team Leader in the Context of Workplace Demands, Work-Life Balance and Wellbeing

Date: Tuesday 13th May 2025

Time: 10:00 – 12:30

Location: **In-person, Western Gateway Building 226** (not available online)

Facilitators: Susan O'Mahony & Mary Horgan

Objectives:

- Explore the various challenges in relation to finding balance between work and work-life balance in the context of the changing work environment
 - Examine the case for adopting strategies and best practices to promote work-life balance among team members
 - Acquire knowledge and skills to identify signs of stress and burnout and implement strategies to support wellbeing and mental health in the workplace
 - Reflect on the role of the team leader in creating a positive and healthy work environment and to examine the supports available within UCC
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12. Creating and Developing a Values-Based Team Culture

Date: Thursday 1st May 2025

Time: 10:00 – 12:30

Location: **In-person, North Wing Conference Room** (not available online)

Facilitators: Anne Gannon and Mary Ward

Objectives

- Explore how to articulate, communicate and aligning team behaviours, decisions, and actions with the UCC values, promoting consistency and integrity within the team
- Examine strategies in building trust and accountability among team members through reinforcing shared values to foster a supportive and collaborative team environment
- Identify practical ways to create and maintain an enduring values-based team culture

13. Developing Team Careers

Date: Friday 23rd May 2025

Time: 10:00 – 12:30

Location: **In-person, North Wing Conference Room** (not available online)

Facilitators: Anne Gannon and Mary Ward

Objectives:

- Explore career development for team members which aligning with organisational goals and opportunities
 - Examine the influence of leadership mentoring and coaching in achieving career goals and professional growth
 - Identify strategies for identifying skill gaps and providing relevant training opportunities to enhance the capabilities and career readiness of team members
 - Investigate advocacy and advancement opportunities to facilitate career progression and retention
 - Focus on enabling your own development as Team Lead and being an active role model
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14. Collaborating and Building Connection Within a Team in the Context of Blended Working

Date: Tuesday 27th May 2025

Time: 10:00 – 12:30

Location: **Online**, via Microsoft Teams

Facilitators: Anne Gannon & Susan O'Mahony

Objectives:

- Explore ways to fostering collaboration among team members in both virtual and in-person settings, promoting synergy and productivity across different work environments
- Identify techniques for clear and inclusive communication that bridge gaps between remote and on-site team members, ensuring shared understanding and alignment
- Examine the team leader's role as a role model in building trust and cultivating strong interpersonal relationships within their teams
- Identify practical ways to facilitate seamless teamwork, enhancing efficiency and effectiveness in blended working environments