

## The UCC Successful Team Leader Digital Badge 2026/2027

This programme is open to any staff member in a **supervisory, team 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**.

These workshops are being held in-person and there is no facility to join these sessions online. *The Successful Team Leader* is a programme of short (2.5 hour) sessions facilitated by People & Culture 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. All workshops take place on campus.

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](https://ess.ucc.ie).

By registering for this workshop, you are making a commitment to attend. Spaces are limited. Booking a place means someone else may be unable to attend. Please be considerate of this shared resource. If you are unable to attend, you must cancel at least 48 hours in advance. This allows others the opportunity to take your place.

Unexplained no-shows may result in:

- Temporary suspension from future workshop registrations
- Prioritisation of others for future bookings.

**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 <a href="mailto:traininganddevelopment@ucc.ie">traininganddevelopment@ucc.ie</a> & we will be in touch regarding the outcome shortly thereafter.                                                                                                                                      |
| d)                                                     | As part of the digital badge requirement, participants are asked to discuss the content of their reflective statement with their line manager as part of a development conversation, connecting the learning to their ongoing development goals and helping to make the training more relevant and impactful. |

# The Successful Team Leader Workshops 2026/2027

## 1. Influencing & Persuading Others

|                     |                            |
|---------------------|----------------------------|
| <b>Date:</b>        | Thursday 17 September 2026 |
| <b>Time:</b>        | 10:00 – 12:30              |
| <b>Location:</b>    | Library Conference Room    |
| <b>Facilitator:</b> | 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. Developing Psychological Safety & Building Trust in your Team

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|---------------------|---------------------------|
| <b>Date:</b>        | Thursday, 22 October 2026 |
| <b>Time:</b>        | 10:00 – 12:30             |
| <b>Location:</b>    | Library Seminar Room      |
| <b>Facilitator:</b> | Mary Horgan               |

Psychological safety is the foundation of a high-performing team – it is the shared belief that team members can speak up, take risks and be themselves without fear of embarrassment or blame. This session explores what this means in practice for Team Leaders.

### Objectives:

- Understand what psychological safety is and why it matters for high-performing, inclusive teams
- Explore the Team Leader's role in modelling openness, consistency and fairness in order to build trust with, and among, team members
- Consider practical approaches to encourage staff to speak up, share ideas and raise concerns without fear of blame, across diverse academic and professional/support staff teams
- Identify strategies for building trust

### 3. Engaging Your Team in the Blended Working Environment

|                     |                           |
|---------------------|---------------------------|
| <b>Date:</b>        | Wednesday 28 October 2026 |
| <b>Time:</b>        | 10:00 – 12:30             |
| <b>Location:</b>    | Library Conference Room   |
| <b>Facilitator:</b> | 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

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|---------------------|----------------------------|
| <b>Date:</b>        | Thursday 5 November 2026   |
| <b>Time:</b>        | 10:00 – 12:30              |
| <b>Location:</b>    | North Wing Conference Room |
| <b>Facilitator:</b> | Anne Gannon & Mary Ward    |

#### Objectives:

- Gain a deep understanding of the psychological and organisational dynamics of change, enabling you to anticipate challenges and optimise opportunities for change
- Examine the impact of effective communication skills in communicating the rationale, goals and benefits of change initiatives, ensuring clarity and alignment among team members
- Explore strategies to foster resilience and adaptability within your team, empowering team members to navigate uncertainty and embrace change positively
- Reflect on your own change readiness as a Team Leader and how this may influence team engagement with, and confidence during, periods of change

## 5. Managing Individual Performance

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|---------------------|--------------------------------------|
| <b>Date:</b>        | Wednesday 25 November 2026           |
| <b>Time:</b>        | 10:00 – 12:30                        |
| <b>Location:</b>    | Aine Hyland, Ground Floor of The Hub |
| <b>Facilitator:</b> | Anne Gannon & Mary Ward              |

### Objectives:

- Learn how to establish a culture of performance by creating goals and expectations that align with unit and organisational objectives
  - Develop skills in using regular check-ins and feedback mechanisms to manage performance effectively
  - Explore how to support the professional development of team members through coaching, training opportunities and development plans that foster growth and engagement
  - Outline the UCC HR policies and supports available to support the management of performance
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## 6. Critical Conversations & How to Manage Them

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|---------------------|--------------------------------------|
| <b>Date:</b>        | Thursday 10 December 2026            |
| <b>Time:</b>        | 10:00 – 12:30                        |
| <b>Location:</b>    | Aine Hyland, Ground Floor of The Hub |
| <b>Facilitator:</b> | Anne Gannon & Susan O'Mahony         |

### Objectives:

- Explore effective communication skills to facilitate productive and respectful critical conversations with team members
- Investigate techniques to manage your 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

## 7. Delegation, Empowerment & Time Management as a Team Leader

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|---------------------|-------------------------|
| <b>Date:</b>        | Tuesday 12 January 2027 |
| <b>Time:</b>        | 10:00 – 12:30           |
| <b>Location:</b>    | Library Conference Room |
| <b>Facilitator:</b> | Anne Gannon & Mary Ward |

### Objectives:

- Understand the principles of effective delegation and the benefits of empowering team members to take on greater responsibility and ownership
  - Explore techniques to identify what, when and to whom to delegate, while maintaining appropriate oversight and support
  - Consider strategies to manage your own time effectively as a Team Leader, balancing operational, people-management and strategic priorities
  - Identify practical tools and approaches to prioritise tasks, manage competing demands and role-model healthy time-management practices for your team
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## 8. Recruitment, Selection and Onboarding – What You Need to Know as a Team Leader

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|---------------------|--------------------------------------|
| <b>Date:</b>        | Thursday 21 January 2027             |
| <b>Time:</b>        | 10:00 – 12:30                        |
| <b>Location:</b>    | Aine Hyland, Ground Floor of The Hub |
| <b>Facilitator:</b> | Anne Gannon & TBC                    |

### Objectives:

- Understand the key stages of the recruitment and selection process within UCC and the Team Leader's role and responsibilities at each stage
- Explore best practice in job design, shortlisting and interviewing to support fair, consistent and effective selection decisions
- Consider your obligations in relation to equality, diversity, inclusion and unconscious bias throughout the recruitment and selection process
- Examine the Team Leader's role in effective onboarding, ensuring new staff are welcomed, supported and set up for success in their new role

## 9. Managing Conflict in Teams

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|---------------------|--------------------------------------|
| <b>Date:</b>        | Wednesday 10 February 2027           |
| <b>Time:</b>        | 10:00 – 12:30                        |
| <b>Location:</b>    | Aine Hyland, Ground Floor of The Hub |
| <b>Facilitator:</b> | Anne Gannon & Susan O'Mahony         |

### Objectives:

- Understand the common causes and early warning signs of conflict within teams
  - Explore different conflict-handling styles and approaches, and consider which are most effective in different situations
  - Develop practical skills and techniques for addressing conflict early, constructively and fairly as a Team Leader
  - Consider strategies to restore trust and working relationships within the team following conflict, and the supports available within UCC
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## 10. Making Meetings Work and Building Connection in a Hybrid Environment

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|---------------------|--------------------------------------|
| <b>Date:</b>        | Thursday 25 February 2027            |
| <b>Time:</b>        | 10:00 – 12:30                        |
| <b>Location:</b>    | Aine Hyland, Ground Floor of The Hub |
| <b>Facilitator:</b> | Anne Gannon & Mary Ward              |

### Objectives:

- Consider how to design and structure meetings that cater to both in-person and remote participants, ensuring inclusivity, engagement and productivity
- Explore techniques for fostering collaboration, clear communication and connection among team members across hybrid working arrangements
- Examine meeting roles, responsibilities and follow-up procedures to ensure meeting outcomes are effectively implemented, and consider what makes a meeting successful
- Identify practical ways the Team Leader can build trust, strengthen interpersonal relationships and facilitate seamless teamwork across a hybrid team

## 11. Motivating Your Team

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|---------------------|--------------------------------------|
| <b>Date:</b>        | Wednesday 10 March 2027              |
| <b>Time:</b>        | 10:00 – 12:30                        |
| <b>Location:</b>    | Aine Hyland, Ground Floor of The Hub |
| <b>Facilitator:</b> | Anne Gannon & 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
  - Explore 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
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## 12. Exploring the Role of the Team Leader in the Context of Workplace Demands, Work-Life Balance and Wellbeing

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|---------------------|--------------------------------------|
| <b>Date:</b>        | Thursday 25 March 2027               |
| <b>Time:</b>        | 10:00 – 12:30                        |
| <b>Location:</b>    | Aine Hyland, Ground Floor of The Hub |
| <b>Facilitator:</b> | Anne Gannon & Susan O'Mahony         |

### 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 examine the supports available within UCC

### 13. Imposter Syndrome & Our Inner Critic

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|---------------------|-------------------------|
| <b>Date:</b>        | Tuesday, 13 April 2027  |
| <b>Time:</b>        | 10:00 – 12:30           |
| <b>Location:</b>    | Library Conference Room |
| <b>Facilitator:</b> | Mary Horgan             |

#### Objectives:

- Understand what Imposter Syndrome is, and the different symptoms and triggers
- Develop your awareness as a manager to identify staff who may be challenged by a 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 your staff can introduce into the working day to help manage it, and consider as a Team Leader/Manager how best to support and further develop your staff

### 14. Creating and Developing a Values-Based Team Culture

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|---------------------|--------------------------------------|
| <b>Date:</b>        | Wednesday 21 April 2027              |
| <b>Time:</b>        | 10:00 – 12:30                        |
| <b>Location:</b>    | Aine Hyland, Ground Floor of The Hub |
| <b>Facilitator:</b> | Anne Gannon                          |

#### Objectives:

- Explore how to articulate, communicate and align team behaviours, decisions and actions with the UCC values, promoting consistency and integrity within the team
- Examine strategies for 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



## 15. Developing Team Careers

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|---------------------|-------------------------------------|
| <b>Date:</b>        | Thursday 6 May 2027                 |
| <b>Time:</b>        | 10:00 – 12:30                       |
| <b>Location:</b>    | Western Gateway Building, Room 2.26 |
| <b>Facilitator:</b> | Anne Gannon & Mary Ward             |

### Objectives:

- Explore career development for team members, aligning individual aspirations with organisational goals and opportunities
  - Examine the influence of leadership, mentoring and coaching in supporting career goals and professional growth
  - Identify strategies for recognising skill gaps and providing relevant training opportunities to enhance the capabilities and career readiness of team members
  - Focus on enabling your own development as a Team Leader, and being an active role model for your team
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## 16. Knowing Your Style and Adapting Your Approach as a Team Leader (MBTI)

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|---------------------|--------------------------------------|
| <b>Date:</b>        | Thursday 20 <sup>th</sup> May 2027   |
| <b>Time:</b>        | 10:00 – 12:30                        |
| <b>Location:</b>    | Aine Hyland, Ground Floor of The Hub |
| <b>Facilitator:</b> | Mary Horgan                          |

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

### Objectives:

- Find out more about your own personality and behavioural style using MBTI, and those of your team, and how these preferences influence the way you and they work
- Consider individual differences in style and communication preferences, and their impact in the workplace
- Explore how to appreciate and leverage your team's differing styles, drawing on MBTI insights, for improved team working
- Reflect on practical strategies to adapt your own approach as a Team Leader to better engage with, and get the best from, colleagues with different working styles