BCS Professional Certificate in Team Leadership Detailed Guidance

Detailed Guidance – Team Leadership

Section 1	Definition of Leadership Leadership Theories	The Human Touch (Thomas et al) Chapter 5
Section 2	Responsibilities of the Team Leader Leadership Styles Action Centred Leadership	The Managerial Grid (Blake Mouton) Effective Leadership (Adair) The Human Touch (Thomas et al) Chapter 5
Section 3	Building Trust Concept of EQ EI Competencies Strategies for Developing Emotional Awareness	The Speed of Trust (Covey) The Human Touch (Thomas et al) Chapter 5 Emotional Intelligence In Action (Hughes et al)
Section 4	Team Engagement & Empowerment Situational Leadership	The Progress Principle (Amabile and Kramer) Situational Leadership II® (Blanchard et al) The Human Touch (Thomas et al) Chapter 5
Section 5	The Betari Box Mehrabian's Rule Thomas-Kilmann Conflict MODE Instrument Communication Styles Influencing	www.mindtools.com The Human Touch (Thomas et al) Chapters 2 and 6 Thomas-Kilmann Conflict MODE Instrument (Thomas and Kilmann) Influence: The Psychology of Persuasion (Cialdini)
Section 6	Definition of Performance Development of competence Setting Performance Objectives Evaluating Performance Situation-Behaviour-Impact model Coaching for Performance	Coaching for Performance (Whitmore) The Human Touch (Thomas et al) Chapter 10 The Conscious Competence model (Cadle et al) www.mindtools.com
Section 7	Identifying Priorities Managing Time The Time Management Matrix	7 Habits of Highly Effective People (Covey)
Section 8	Impact of Change The Change Curve Communicating Change Implementing Change	Business Analysis Techniques (Cadle et al): SARAH model The Heart of Change (Kotter) Business Analysis Techniques (Cadle et al): Lewin's Model of Organisational Change

Reading References

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