

Intrepid Team Leader

Purpose

To provide the direction and vision to your team and run a profitable Intrepid business; while offering exceptional customer service and the development of your people. The Team Leader is responsible and accountable for all aspects of their business as if it is their own.

Process

Development Role

The most important role for a Team Leader is to nurture and develop their team members. It is important that the Team Leader:

- Develops opportunity through training and support for team success
- Is there to support team members when they need it
- Shows team members clear direction and gives good constructive feedback
- Helps team members to develop in their role and as people

Leadership

The Team Leader must lead from the front. It means setting the highest standards of the customer service, and consistently applying business best practice.

Coaching Role

There is a certain way to run the accounting system, and business processes. It is the TLs responsibility to coach the team on the boundaries and disciplines of the business. One on ones must happen with every team member every month.

Every system or procedure needs to be performed consistently, according to the system.

Total Information Sharing

A Team Leader needs to involve all team members in making decisions about the business. Team members should be asked to provide input. Team members must feel their input is valued and not taken lightly.

Team Leaders need to be able to identify problems that people may be having and help them overcome them.

Brightness of the future for the team is important for the Team Leader to develop and espouse.

Having accurate running budgets/targets and updating them is vital.

Having a business goal and plan that everyone has bought into is essential for all businesses.

How do you go in your role? Where do you need to spend more time and effort? Most Team Leaders are doing their own work 70 to 80% of the time, so the time you set aside for looking after your team and your business is restricted. Make sure you make the most of it. Many of the things do not take time - they take focus and discipline.

Attributes of a Team Leader

The attributes of a good Team Leader are:

- Motivator
- Passion for travel
- Effective communicator, and excellent conflict management skills
- Lead by example with a good attitude, behaviour and sales practices
- Strong vision, focus and direction
- Approachable
- Empathetic
- Systematic and strong problem solving and decision making abilities
- Embrace company philosophies, values and change
- Ability to balance the leadership with sales