

## Team Leader Course (TLC)

**COURSE NUMBER**    **FAA01200021**

For information about this course, contact:  
 FAA Program Manager  
 (386) 446-7154

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**DESCRIPTION AND LEARNING STRATEGY**

Team Leader Course is designed for new, first time team leaders. Participants develop practical skills through application of basic supervisory policies and procedures. The focus is on maintaining operational effectiveness, achieving organizational results, and stepping up to the challenge of being a team lead.

Learning activities include simulations, business skills practice, case studies, and application exercises.

**OBJECTIVES**

- Lead with consistency, dignity, compassion, and integrity.
- Communicate openly and honestly.
- Use feedback to identify and close one’s own managerial skill gaps.
- Communicate organizational direction and priorities clearly.
- Effectively address individual and unit or organizational performance issues.
- Provide feedback to co-workers to support their development.

**KEY COMPETENCIES**

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| <ul style="list-style-type: none"> <li>• Accountability and Measurement</li> <li>• Building A Model EEO Program</li> <li>• Communication</li> </ul> | <ul style="list-style-type: none"> <li>• Integrity and Honesty</li> <li>• Managing Organizational Performance</li> </ul> |
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**CLASS SIZE**

20 participants

**LENGTH**

4 ½ days

(Monday, 8:00 a.m. – Friday, 12:00 noon)  
 32 hours

**LOCATION**

Customer site or  
 FAA Center for Management and Executive Leadership  
 Palm Coast, Florida

**UPCOMING DELIVERIES**

This course is currently available only as a fee-for-service delivery.

**WHO SHOULD ATTEND**

Newly selected team leaders

**ENROLLMENT**

To arrange a **fee-for-service delivery**, call (386) 446-7154.

**PREREQUISITE**

None. However, Frontline Manager Course Phase 1 (FAA30200099) is highly recommended.

**PRECOURSE**

None

**RELATED COURSES**

Constructive Conflict Management (FAA01318)  
 Systems Thinking (FAA01277)