

# € TRAINING

Leadership Skills for Supervisors and  
Managers





# Leadership Skills for Supervisors and Managers

## Introduction:

This training program is a targeted initiative designed to equip frontline leaders with the essential skills and competencies needed to effectively oversee teams and drive organizational success. This program aims to cultivate confident and capable supervisors and managers who can navigate challenges, foster a positive work environment, and contribute to the overall success of their organizations.

## Program Objectives:

At the end of this program, the participants will be able to:

- Demonstrate effective leadership skills in supervisory and managerial roles, including communication, decision-making, and conflict resolution.
- Motivate and inspire their teams to achieve performance goals and objectives through effective delegation and empowerment.
- Implement best practices in team management, including coaching, mentoring, and performance feedback, to foster a positive and productive work environment.
- Navigate common challenges and obstacles encountered in supervisory and managerial positions with confidence and resilience.
- Continuously develop and refine their leadership skills through ongoing learning and professional growth opportunities.

## Targeted Groups:

- Top Managers.
- Frontline supervisors responsible for overseeing teams and operations.
- Entry to mid-level managers seeking to enhance their leadership capabilities.
- Newly promoted supervisors transitioning into managerial roles.
- Team leaders looking to improve their effectiveness in managing and motivating their teams.

## Program Content:

### Unit 1:

#### Practical Frontline Leadership Skills:

- The Difference between Leadership and Management.
- How Your Leadership Drives Performance.
- The Leadership Cycle: daily, weekly, monthly.
- Leadership Toolbox: the key leadership and management skills.
- Personal Leadership Inventory.

## Unit 2:

### Leadership in Action - People, Priorities, and Projects:

- Dealing with distractions and understanding the value of your time.
- Prioritization and organization: how to master both and teach others.
- Setting and communicating vision, mission, and goals.
- Working together to achieve your goals: the secrets of the great team working.
- Essentials of project management for managers.
- Coordination activities in the digital age: tools and techniques.

## Unit 3:

### Improving your Team's Performance:

- Mindset, team dynamics, and motivation.
- Limiting beliefs and other brakes on performance.
- Emotional intelligence and influence.
- Teamwork and trust - management skills for managing teams.
- Deep listening, reflection, and learning - learning and working as a team.
- Situational leadership and the one-minute manager.

## Unit 4:

### Leading through Better Communication:

- Leadership and management communication strategies.
- Gaining rapport and building credibility with your team.

- Effective questioning and listening skills.
- Ways to be more convincing and overcoming conflict.
- Negotiating agreement and getting a win-win.

## Unit 5:

### Managing People and Change:

- Theories of change: why we find change hard / how to make it easy.
- Coaching for performance: Giving and receiving feedback.
- Difficult conversations and conflict.
- Working relationships managing up and down.
- Personal development and growth plan.
- Personal development plans.