

€ TRAINING

Seminar: Essential Leadership Skills for
Supervisors & Managers





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Introduction:

As supervisors, team leaders, and managers progress in their careers, they soon realize that new or more advanced skills and knowledge are required to achieve greater success. This means being able to manage other people, projects, and priorities and to lead teams effectively.

This course provides a reliable framework to understand the key drivers of leadership and management success and a toolbox of essential leadership skills for supervisors & managers.

Course Objectives:

At the end of this course the participants will be able to:

- Understand the difference between managing and leading
- Explore the main drivers of leadership and management success
- Understand the key leadership and management skills, including:
 - Goal Setting and Motivation
 - Impact and Influence
 - Customer Service
 - Emotional Intelligence
 - Delegation
 - Time Management
 - Listening, Feedback, Appraisal, and Learning

Targeted Groups:

- Team Leaders
- Managers
- Supervisors
- Employees who are being prepared to be promoted to a managerial or supervisory role

Course 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