

Mastering Supervisory Skills: Effective Leadership Strategies

2027 0000 5 - 1
Barcelona (Spain)

UK Traininig

PARTNER



The Program Flow

Day 1: Foundations of Supervisory Leadership

- Understanding the supervisor's role and key responsibilities.
- Moving from team member to team leader mindset.
- Developing confidence, accountability, and leadership presence.
- Emotional intelligence for supervisors.
- Building trust, credibility, and respect with team members.
- Understanding different leadership styles and when to use them.
- Practical exercise: Defining your supervisory leadership profile.

Day 2: Effective Communication and Interpersonal Skills

- Active listening techniques for better understanding.
- Giving and receiving feedback effectively.
- Assertive communication strategies for supervisors.
- Communicating expectations clearly and professionally.
- Managing difficult conversations with confidence.
- Enhancing communication within and across teams.
- Role play: Handling a challenging workplace conversation.

Day 3: Performance Management and Employee Development

- Setting clear expectations, goals, and performance standards.
- Linking individual performance with team and organizational objectives.
- Monitoring performance and providing timely feedback.
- Conducting effective performance reviews.
- Coaching and mentoring techniques for employee development.
- Managing underperformance professionally and fairly.
- Workshop: Creating a practical performance improvement conversation plan.

Day 4: Team Building and Conflict Resolution

- Creating a positive and productive team culture.
- Understanding what motivates and engages team members.
- Building cooperation, trust, and accountability within teams.
- Leading diverse teams with fairness and respect.
- Identifying sources of workplace conflict.
- Resolving conflicts constructively and preventing escalation.
- Practical exercise: Developing a team engagement and conflict resolution approach.

UK Training

PARTNER



Day 5: Decision Making and Change Management

- Practical problem-solving and decision-making techniques.
- Analyzing issues and selecting effective solutions.
- Managing change effectively as a supervisor.
- Supporting team members through uncertainty and transition.
- Time management and prioritization for supervisors.
- Delegation skills that build ownership and capability.
- Final activity: Developing a supervisory action plan for continuous improvement.

Individual Impact

- Improve your confidence in leading and supporting team members.
- Strengthen communication and interpersonal effectiveness.
- Build practical skills for managing performance and difficult conversations.
- Enhance your ability to motivate, coach, and develop employees.
- Improve decision-making, problem-solving, and delegation skills.
- Develop a clear personal action plan for supervisory growth.

Work Impact

- Improve team productivity, engagement, and accountability.
- Strengthen communication and collaboration in the workplace.
- Reduce misunderstandings, conflict, and performance issues.
- Support better employee development and retention.
- Improve the quality of frontline decision-making.
- Build a stronger supervisory layer that supports organizational goals.

Training Methodology

This program uses a practical and interactive approach to help supervisors apply leadership skills directly in their work environment. Learning methods include:

- Interactive discussions and guided facilitation.
- Workplace case studies and supervisory scenarios.
- Role plays for communication, feedback, and conflict resolution.
- Group exercises on motivation, team building, and performance management.
- Self-assessments for leadership and communication styles.
- Coaching practice and peer feedback.
- Practical templates, checklists, and action planning tools.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

Beyond the Course

Upon completion, participants will be equipped to lead teams with greater confidence, clarity, and professionalism. They will return ready to:

- Lead and motivate team members more effectively.
- Communicate expectations, feedback, and decisions clearly.
- Manage performance and underperformance with confidence.
- Resolve conflicts constructively and maintain positive workplace relationships.
- Delegate tasks, solve problems, and support change more effectively.
- Contribute to stronger team performance and continuous improvement.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) in gold and silver, set against a background of concentric circles.

UK Training
PARTNER