BLACKBIRD FOR TRAINING

Essential Leadership Skills for Supervisors & Managers

8 – 12 November 2027
Accra (Ghana)



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Ref: 321504_128993 **Date:** 8 – 12 November 2027 **Location:** Accra (Ghana) **Fees:** 4200 GBP

Introduction

As supervisors, team leaders, and managers progress in their careers, they quickly realize that new and advanced skills are required to achieve greater success. This includes the ability to manage people, projects, and priorities, as well as lead teams effectively.

This course offers a reliable framework to understand the key drivers of leadership and management success, along with a toolbox of essential leadership skills for supervisors and managers. Participants will learn how to improve leadership skills, foster team engagement, and effectively manage challenges in the workplace.

Course Objectives

By the end of this course, participants will:

- Understand the difference between managing and leading, and apply both effectively.
- Explore the key drivers of leadership and management success.
- Master essential leadership skills, including:
    - Goal setting and motivation.
    - Impact and influence.
    - Customer service.
    - Emotional intelligence.
    - Delegation and time management.
    - Listening, feedback, performance appraisal, and learning.
    - Managing conflict and challenges.
    - Performance management.
    - Reporting up.
    - Profit and loss management.
    - Coaching for performance.
    - Change and transition management.
    - Personal development.
- Develop a personal development plan based on these skills.



Course Outlines

Day 1: Practical Frontline Leadership Skills

- The difference between leadership and management.
- How leadership drives performance.
- The leadership cycle: Daily, weekly, and monthly.
- The leadership toolbox: Key leadership and management skills.
- Personal leadership inventory.

Day 2: Leadership in Action - People, Priorities, and Projects

- Dealing with distractions and understanding the value of time.
- Prioritization and organization: Mastering both and teaching others.
- Setting and communicating vision, mission, and goals.
- Working together to achieve goals: The secrets of team collaboration.
- Project management essentials for managers.
- Coordination in the digital age: Tools and techniques.

Day 3: Improving Team Performance

- Mindset, team dynamics, and motivation.
- Overcoming limiting beliefs that hinder performance.
- Emotional intelligence and influence.
- Teamwork and trust - Managing teams effectively.
- Deep listening and reflection as a team.
- Situational leadership and the one-minute manager.

Day 4: Leading Through Better Communication

- Leadership and management communication strategies.
- Building rapport and credibility with your team.
- Effective questioning and listening skills.
- How to be more convincing and overcome conflict.
- Negotiating agreements for a win-win outcome.



Day 5: Managing People and Change

- Theories of change: Why change is hard and how to make it easy.
- Coaching for performance: Giving and receiving feedback.
- Handling difficult conversations and conflict.
- Working relationships managing up and down.
- Personal development and growth plan.
- Summary of leadership and management skills.
- Personal development plans.

Why Attend This Course: Wins & Losses!

- Develop leadership skills: This course provides an opportunity to improve leadership skills that are essential for driving success in the workplace.
- Master key leadership skills: Learn how to apply leadership communication skills, emotional intelligence, and conflict management to build stronger teams.
- Practical application: Gain hands-on techniques in delegation, time management, and performance management that you can implement immediately.
- Create a personal development plan: This course helps you create a personal development plan to continue improving your leadership abilities.

Conclusion

This course is an essential resource for any supervisor or manager looking to enhance their leadership and management skills. By mastering key concepts such as time management, delegation, emotional intelligence, and managing change, you'll gain the tools needed to become an effective leader.

Developing these skills will allow you to build more cohesive teams, improve performance, and handle future challenges with confidence.

