

Enhancing the Skills of Supervisory leadership

UK Traininig

PARTNER



Enhancing the Skills of Supervisory leadership

Introduction

This dynamic and interactive training course will enable you to become a confident, credible, and capable supervisor, by focusing on the core competencies needed to manage yourself, your workload, and your team.

These competencies include taking control of your workload through planning and effective time and task management, getting the best out of your team through leadership, teamwork, and staff development, and ultimately contributing to the success of your organization through setting and achieving of goals to improve you and your team's contribution to its internal and external customers.

Further, you will also learn key self-management strategies, for you to have the character and discipline not just to survive but excel in your role as a supervisor.

Course Objectives of Enhancing the Skills of Supervisory leadership

- Organise workload through effective planning, prioritizing & time management methods
- Support the team output through teamwork, delegation, coaching, motivation & staff development strategies
- Apply techniques to communicate clearly, concisely & consistently with all levels of the company
- Examine the leadership styles, strengths & weakness & how it affects the team & job success
- Manage the mind, emotions & stress effectively to not just achieve work goals but to enjoy work-life more

Enhancing the Skills of Supervisory leadership Course Outlines

Day 1

Setting the Direction and Focus / The Supervisor's Role

- The roles, behaviours, skills, and attitudes of a great supervisor
- Clarifying the team's purpose, vision, mission, values, and tasks
- Providing quality customer service
- How to be a great team leader
- Getting input and involvement from the team
- Common supervisor mistakes and how to avoid them

Day 2

Planning and Organising Time and Tasks

- Taking control of your time and tasks
- Planning, prioritizing, and scheduling work
- Handling issues such as interruptions, accessibility & multiple deadlines
- Delegating tasks and responsibilities
- Project Planning Basics & Mind Mapping and Project Planning Software

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER' in a bold, black, sans-serif font.

UK Training
PARTNER

Following Up and Supervising Employees

- The Importance of Ongoing Supervision
- Monitoring Employee Progress and Performance
- Providing Constructive Feedback

Day 3

Maintaining Effective Working Relationships

- Group dynamics and team formation
- The essential habits of highly effective teams
- Dealing with problematic behaviours
- Understanding communication styles
- Managing conflicts on the team
- Emotional intelligence and self Management

Day 4

Coaching and Developing the Team

- Analyzing your team members strengths and development needs
- Coaching, training, and developing staff
- Motivating the team and individuals
- Giving and receiving feedback effectively
- The art of active listening
- How to influence and bring out the best in others
- How to give a clear and memorable presentation

Day 5

Measuring and Managing Performance

- Goal Setting and benchmarking to achieve competitive targets
- Setting up work systems that aid effective team performance
- Establishing clear guidelines for and measures of performance
- How to constantly improve the quality of products and services
- Running productive meetings
- Problem-solving and decision making

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER'.

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)
(Switzerland)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
Korea



Phuket (Thailand)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Seoul (South)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

