BLACKBIRD FOR TRAINING

Enhancing the Skills of Supervisory leadership

London (UK)

6 - 10 October 2025

Enhancing the Skills of Supervisory leadership

Code: LM28 From: 6 - 10 October 2025 City: London (UK) Fees: 4400 Pound

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

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- 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

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

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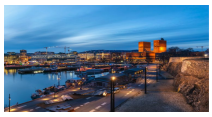
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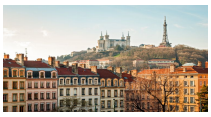
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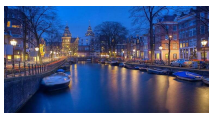
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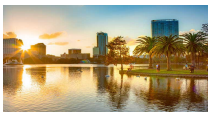
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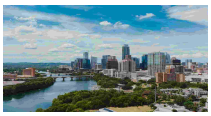
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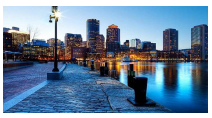
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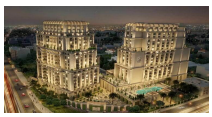
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