

Essential Leadership Skills for Supervisors & Managers

Amsterdam (Netherlands)

17 - 21 March 2025

UK Training

PARTNER



Essential Leadership Skills for Supervisors & Managers

Code: LM28 From: 17 - 21 March 2025 City: Amsterdam (Netherlands) Fees: 4200 Pound

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

- 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.
- Managing Conflict and Challenge.
- Performance Management.
- Reporting Up.
- Profit and Loss.
- Coaching for Performance.
- Change and Transition.
- Personal Development.
- Create a Personal Development Plan Based on the Above Skills.

Course Outlines

Day 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.

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

UK Training
PARTNER

Day 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.

Day 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.

Day 4: Leading through Better Communication

- Leadership and management communication strategies.
- Gaining rapport and building credibility with your team.
- Effective questioning and listening skills.
- Ways to be more convincing and overcoming conflict.
- Negotiating agreement and getting a win-win.

Day 5: Managing People and Change

- Theories of change: why we find change hard / how to make it easy.
- Coaching for performance: Giving and receiving feedback.
- Difficult conversations and conflict.
- Working relationships managing up and down.
- Personal development and growth plan.
- Leadership and management skills: summary.
- Personal development plans.

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)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



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)

Africa



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training
PARTNER

Blackbird Training Cities

Asia



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 Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

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

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

