

Essential Leadership Skills for Supervisors & Managers

Geneva (Switzerland)

21 - 25 October 2024

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Code: LM28 From: 21 - 25 October 2024 City: Geneva (Switzerland) Fees: 4700 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

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

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- Personal Leadership Inventory

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

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