BLACKBIRD FOR TRAINING

Enhancing the Skills of Supervisory leadership

21 – 25 December 2026
Amsterdam (Netherlands)



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Ref: 3192_290411 **Date:** 21 – 25 December 2026 **Location:** Amsterdam (Netherlands) **Fees:** 5200 GBP

Introduction

Effective supervisory leadership is the foundation of strong organizations. The program aims to transform participants into confident, credible, and capable supervisors through dynamic and interactive training. By focusing on essential supervisory skills, you will learn how to manage yourself, your workload, and your team more effectively.
The course highlights the importance of time management, task prioritization, and planning to increase efficiency, while also emphasizing team management, communication skills, and staff development as core competencies of successful supervisors. Participants will also explore how different leadership styles affect team performance and how emotional intelligence contributes to creating a positive and productive workplace. Ultimately, this program equips you with the character, discipline, and techniques not just to survive but to excel as a supervisor.

Course Objectives

By the end of this program, participants will be able to:

- Organize workload through effective planning, prioritization, and time-management techniques.
- Support team output through teamwork, delegation, coaching, motivation, and staff development strategies.
- Apply advanced communication skills to interact clearly, concisely, and consistently with all levels of the organization.
- Examine different leadership styles, assess strengths and weaknesses, and understand their impact on team performance.
- Manage emotions, stress, and mindset effectively using emotional intelligence to achieve success and maintain work-life balance.
- Implement effective performance management systems to monitor progress and achieve organizational goals.



Course Outlines

Day 1: Setting the Direction and Supervisory Role

- Roles, behaviors, and attitudes of successful supervisors.
- Clarifying the team's purpose, vision, mission, and values.
- Providing high-quality customer service.
- Leadership practices that inspire and engage teams.
- Encouraging input and participation from staff.
- Common supervisory mistakes and how to avoid them.

Day 2: Planning and Organizing Workload

- Taking control of time and tasks.
- Planning, prioritizing, and scheduling effectively.
- Managing interruptions, accessibility, and multiple deadlines.
- Delegating tasks and responsibilities.
- Project planning basics and tools mind mapping, planning software.
- Following up and supervising employees effectively.
- Monitoring progress and providing constructive feedback.

Day 3: Building Effective Working Relationships

- Group dynamics and stages of team development.
- Habits of highly effective teams.
- Dealing with problematic behaviors.
- Understanding different communication styles.
- Conflict management strategies for teams.
- Developing emotional intelligence and self-management.

Day 4: Coaching, Motivation, and Team Development

- Assessing team members' strengths and development needs.
- Coaching, training, and developing staff potential.
- Motivating individuals and teams for high performance.
- Giving and receiving feedback effectively.
- The art of active listening.
- Influencing others and bringing out their best.
- Delivering impactful and memorable presentations.



Day 5: Measuring and Managing Performance

- Setting SMART goals and benchmarks for success.
- Creating systems that support effective team performance.
- Establishing performance guidelines and metrics.
- Continuous improvement in the quality of products and services.
- Leading productive and result-driven meetings.
- Problem-solving and decision-making techniques.

Why Attend this Course: Wins & Losses!

- Master supervisory leadership skills to confidently manage teams and projects.
- Improve time management and productivity through structured planning.
- Enhance team management by applying coaching, motivation, and staff development.
- Strengthen communication skills to build trust and alignment across the organization.
- Apply emotional intelligence to create stronger relationships and reduce workplace stress.
- Learn effective performance management systems that drive organizational success.

Conclusion

The Enhancing the Skills of Supervisory Leadership program provides supervisors with the knowledge, skills, and confidence to succeed in their roles. By integrating supervisory skills, time management, leadership styles, team management, emotional intelligence, communication, coaching, and performance management, participants will develop into supervisors who can drive results while maintaining a motivated and engaged team.

This course ensures that attendees leave with not only practical tools but also a strategic mindset to overcome challenges, inspire their teams, and contribute significantly to organizational success. Whether you are a new supervisor or an experienced leader, this program empowers you to elevate your leadership capabilities and achieve long-term career growth.

