BLACKBIRD FOR TRAINING

Supervisory Leadership Skills and Fostering Workplace Innovation

26 – 30 April 2027
Milan (Italy)



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Introduction

Supervisors play a critical role in translating organisational strategies into practical daily results. They are responsible for guiding employees, coordinating workloads, maintaining performance standards, resolving workplace challenges, and creating an environment where teams can perform effectively. As organisations continue to operate in increasingly competitive, fast-changing, and technology-driven environments, supervisors must go beyond traditional task management and develop stronger leadership, communication, decision-making, and innovation capabilities.

The Supervisory Leadership Skills and Fostering Workplace Innovation course has been designed to equip current and aspiring supervisors with the practical skills required to lead teams confidently, manage performance, strengthen employee engagement, and encourage innovative thinking in the workplace. The programme combines essential supervisory leadership principles with modern approaches to motivation, delegation, coaching, problem-solving, collaboration, and continuous improvement.

Throughout this intensive one-week programme, participants will examine the responsibilities of effective supervisors, leadership styles, communication methods, performance management practices, team dynamics, conflict resolution, employee development, and workplace innovation. Practical exercises, leadership assessments, group discussions, and workplace case studies will enable participants to apply the concepts directly within their professional environments.

Course Objectives

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



• Understand the role and responsibilities of an effective supervisor.
• Distinguish between supervision, management, and leadership.
• Apply suitable leadership styles according to different workplace situations.
• Communicate expectations, instructions, and feedback clearly.
• Build motivated, engaged, and high-performing teams.
• Delegate tasks effectively and maintain accountability.
• Coach employees and support their professional development.
• Manage workplace conflicts and difficult behaviours constructively.
• Apply structured problem-solving and decision-making techniques.
• Encourage creativity, innovation, and continuous improvement.
• Create a psychologically safe environment for sharing new ideas.
• Develop a practical supervisory leadership and innovation action plan.

Course Outline

Day 1: Foundations of Supervisory Leadership

• The changing role of the modern supervisor.
• Differences between supervision, management, and leadership.
• Key responsibilities and competencies of effective supervisors.
• Transitioning from team member to supervisor.
• Establishing professional credibility and trust.
• Understanding authority, responsibility, and accountability.
• Leadership styles and their workplace applications.
• Adapting leadership approaches to employee needs.
• Emotional intelligence in supervisory leadership.
• Identifying personal leadership strengths and development areas.



Day 2: Communication, Delegation, and Employee Engagement

• Principles of effective supervisory communication.
• Communicating goals, priorities, and performance expectations.
• Active listening and effective questioning techniques.
• Managing formal and informal workplace communication.
• Giving clear instructions and avoiding misunderstandings.
• Providing constructive and timely feedback.
• Principles and stages of effective delegation.
• Matching tasks with employee capabilities.
• Monitoring delegated work without micromanagement.
• Building employee motivation, ownership, and engagement.

Day 3: Performance Management, Coaching, and Team Development

• Setting clear and measurable performance standards.
• Aligning individual responsibilities with team objectives.
• Monitoring employee and team performance.
• Identifying performance gaps and their root causes.
• Conducting effective performance discussions.
• Coaching employees for improved performance.
• Mentoring and supporting professional development.
• Recognising achievement and reinforcing positive behaviour.
• Managing underperformance fairly and consistently.
• Building collaboration and high-performing team relationships.



Day 4: Conflict Resolution, Problem-Solving, and Decision-Making

• Understanding the causes of workplace conflict.
• Recognising different conflict management styles.
• Resolving disagreements between employees.
• Managing difficult conversations professionally.
• Dealing with resistance, negativity, and challenging behaviour.
• Maintaining fairness and objectivity in supervisory decisions.
• Defining workplace problems accurately.
• Applying root cause analysis techniques.
• Generating and evaluating alternative solutions.
• Making timely, informed, and accountable decisions.

Day 5: Fostering Workplace Innovation and Continuous Improvement

• Understanding workplace creativity and innovation.
• The supervisor's role in encouraging innovative behaviour.
• Identifying barriers to creativity and innovation.
• Creating psychological safety within teams.
• Encouraging employees to share ideas and challenge existing practices.
• Applying practical idea-generation techniques.
• Evaluating and prioritising improvement ideas.
• Supporting experimentation and learning from failure.
• Integrating innovation into daily work processes.
• Leading continuous improvement initiatives.
• Developing a supervisory leadership and innovation action plan.
• Practical case study, course review, and leadership commitments.



Why Attend This Course?

• Strengthen essential supervisory and leadership capabilities.
• Improve communication with employees and senior management.
• Build greater confidence when managing workplace responsibilities.
• Learn how to delegate tasks without losing control or accountability.
• Improve employee motivation, engagement, and productivity.
• Develop effective coaching and performance management skills.
• Handle conflict and difficult workplace situations professionally.
• Make better decisions using structured problem-solving methods.
• Create a work environment that supports creativity and innovation.
• Encourage employees to contribute ideas and improvement suggestions.
• Strengthen teamwork, collaboration, and continuous improvement.
• Prepare for greater leadership and management responsibilities.

Conclusion

The Supervisory Leadership Skills and Fostering Workplace Innovation course provides participants with a practical and integrated understanding of the leadership capabilities required to manage employees, coordinate performance, resolve challenges, and support innovation in modern workplaces. By combining supervisory fundamentals with communication, delegation, coaching, conflict resolution, problem-solving, and innovation practices, the programme enables participants to lead with greater confidence and effectiveness.

Upon completion of the course, participants will be better prepared to guide their teams, improve workplace relationships, manage performance consistently, encourage new ideas, and contribute to a culture of accountability, collaboration, innovation, and sustainable organisational improvement.

