



Leadership & Management Skills for Supervisors

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Course Summary:

As people progress in their career and are promoted they soon realize that new skills are required to manage other people and to lead teams effectively. This course will provide a framework to understand the key drivers of leadership and management success and a toolbox of essential team leadership and management skills.

- The key team leadership and management skills, and when to use them
- How to motivate and coach teams to higher performance

Who Should Attend?

Executives, Managers, Supervisors, Team Leaders, Superintendents, Financial Officers and Controllers, Process Managers, Strategic Planning Managers, Key Personnel, Champions, Officers

Course Objectives:

By the end of this course delegates will be able to:

- Understand the difference between managing and leading
- Explore the main drivers of leadership and management success
- Create a personal development plan based on the above skills
- Develop interpersonal skills that help you communicate, listen and handle conflicts
- Become more effective at influencing others
- Accomplish goals and control outcomes when dealing with staff, peers, management and other departments
- Learn how to work with groups and teams to solve problems and accomplish projects
- Hold performance discussions that result in changed behavior and enhanced productivity
- Analyze your own style of behavior and recognize your strengths/weaknesses

- 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 (how to manage your boss)
 - Profit and loss
 - Coaching for performance
 - Change and transition
 - Personal development

Course Outline:

Leadership

- The history of leadership
- The difference between leadership and management
- How leadership drives performance
- The leadership cycle: daily, weekly, monthly
- Leadership toolbox: the key leadership and management skills
- Personal leadership inventory

Leadership Purpose

- Vision and mission
- Purpose and potential
- Presentation skills and personal impact
- Mindset and resilience
- How to create alignment: personal, team and business goals
- Connecting with customers (internal and external)

Team Power

- Mindset and motivation
- Limiting beliefs and other brakes on performance

- Emotional intelligence and influence
- Teamwork and trust
- Deep listening
- Reflection and learning

Team Performance

- Effective delegation
- Coaching for performance: theory
- Coaching for performance: practice
- Team coaching
- Mission control: managing people and projects
- Time management and profit

Empower Yourself & Your Team

- How to empower yourself and your staff
- What leadership is from the supervisor's point of view
- How to build credibility and trust
- Analyzing effective listening processes and skills
- Learning participative leader skills and techniques
- The three steps of the continuous performance appraisal process
- Coaching, mentoring and how to give constructive feedback
- Decision-making tools for effective leadership
- How to apply problem solving techniques to solve actual problems
- Teams vs. work groups: learning to lead and build personal effectiveness