



## Supervisory Leadership & Management Skills Master- class

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# Supervisory Leadership & Management Skills Master-class

## Course Summary:

Building effective management and supervisory skills that can help you and your organization succeed even in challenging economic times. This course will present management skills that help you develop and refine the skills you need to manage people more effectively and be ready for unexpected change. You will explore topics critical to developing effective management skills such as performance management, motivation, team development, interpersonal and communication skills, supervisory skills training and time management skills; everything you need to manage people effectively.

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 program will provide a framework to understand the key drivers of leadership and management success and a toolbox of essential team leadership and management skills. Also, you will learn the key team leadership and management skills, and when to use them and how to motivate and coach teams to higher performance.

## Who Should Attend?

Team Leaders, Managers, Superintendents, HR Officials, T&D Personnel, General Supervisors, Executives, Supervisors, Financial Officers and Controllers, Process Managers, Strategic Planning Managers, Key Personnel, OE Champions, Chief Executive Officers, Directors, Company Secretaries, Presidential Advisors, Ministerial Advisors, Board Advisors, Chief Financial Officers, Board Members, Heads of Department, Directors of Human Resources, Directors of Business Development, Strategic Advisors, Senior Managers, Project Directors, Engineers, any person needs to acquire managerial and leadership skills

## Course Objectives:

By the end of this course, delegates will learn about:

- Understand the difference between managing and leading
- Explore the main drivers of leadership and management success
- Understand the key leadership and management skills
- Create a personal development plan based on the above skills

## 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

## Managing People and Change

- Theories of change: why we find change hard - how to make it easy
- Giving and receiving feedback
- Difficult conversations and conflict
- Working relationships (managing up and down)
- Leadership and management skills
- Personal development plans