



**British Training**

# **Supervisory Skills Development Mastering Leadership Excellence Training Course**

**#LD9765**

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## **Introduction:**

Effective supervisory skills are essential for driving team success and achieving organizational goals. British Training Center is proud to present this comprehensive training program designed to equip supervisors with the tools, techniques, and insights needed to excel in their roles. Whether you are new to supervision or looking to refine your leadership abilities, this course will provide you with the knowledge and confidence to lead with impact. By blending theoretical concepts with practical applications, British Training Center ensures that participants gain actionable skills to enhance their supervisory capabilities.

## **Training Objectives and Impact:**

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

- Understand the core principles of effective supervision and leadership.
- Develop strategies to motivate and inspire teams for higher performance.
- Enhance communication skills to foster collaboration and resolve conflicts.
- Apply time management and delegation techniques to improve productivity.
- Build a positive work environment that encourages employee engagement.
- Utilize problem-solving and decision-making tools to address workplace challenges.
- Implement performance evaluation methods to support team growth and development.

## **Targeted Competencies and Skills:**

- Leadership and team management.
- Effective communication and interpersonal skills.
- Conflict resolution and negotiation.
- Time management and prioritization.
- Decision-making and problem-solving.
- Emotional intelligence and empathy.

## **Target Audience:**

### **This program is tailored for:**

- New supervisors and team leaders seeking foundational skills.
- Experienced supervisors aiming to refine their leadership techniques.
- Managers transitioning into supervisory roles.
- Professionals aspiring to take on leadership responsibilities.
- HR professionals involved in team development and performance management.

## **Course Content:**

### **Unit One - Foundations of Effective Supervision:**

- Understanding the role and responsibilities of a supervisor.
- Key differences between supervision and management.
- The importance of emotional intelligence in leadership.
- Building trust and credibility within teams.
- Identifying common challenges faced by supervisors.
- Developing a personal leadership philosophy.

### **Unit Two - Communication and Collaboration:**

- Mastering active listening and feedback techniques.
- Enhancing verbal and non-verbal communication skills.
- Facilitating effective team meetings and discussions.
- Managing conflicts and fostering a collaborative environment.
- Building strong relationships with team members and stakeholders.
- Adapting communication styles to diverse audiences.

### **Unit Three - Performance Management and Motivation:**

- Setting clear expectations and goals for team members.
- Techniques for monitoring and evaluating performance.
- Providing constructive feedback and coaching.
- Motivating teams through recognition and rewards.
- Addressing underperformance and implementing improvement plans.
- Creating a culture of accountability and ownership.

### **Unit Four - Time Management and Delegation:**

- Prioritizing tasks and managing workloads effectively.
- Identifying tasks suitable for delegation.
- Empowering team members through delegation.
- Overcoming barriers to effective time management.
- Utilizing tools and techniques for productivity enhancement.
- Balancing supervisory responsibilities with personal efficiency.

### **Unit Five - Problem-Solving and Decision-Making:**

- Identifying and analyzing workplace problems.
- Applying structured problem-solving frameworks.
- Making informed decisions under pressure.
- Encouraging creative thinking and innovation within teams.
- Evaluating the impact of decisions and learning from outcomes.
- Building resilience and adaptability in challenging situations.