



LEADERSHIP

And Management Skills for Supervisors

Course Introduction:

As supervisors, team leaders and managers progress in their career they soon realise that new skills and knowledge are required to achieve greater success

This means being able to manage other people and to lead teams effectively. This training provides a solid framework to understand the key drivers of leadership and management success and a toolbox of essential team leadership and management skills.

Participants will develop the following competencies

- The key team leadership and management skills, and when to use them
- How to manage, lead and develop work teams to higher performance
- Be able to communicate, motivate and coach others effectively
- Improved problem-solving and decision making

Course Objectives:

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

Who Should Attend?

This training is designed specifically for those professionals who are new to relatively new to supervision, team leadership and management, or who have recently been promoted to a

higher level or a bigger team. It will also help anyone who wishes to refresh and develop their team leadership and management skills.

- Team leaders (new and experienced)
- Technical staff making the transition to management
- Supervisors who wish to increase their effectiveness
- Team leaders interested in further management development
- Managers who wish to evaluate and improve their performance

Course Outline:

PRACTICAL FRONTLINE LEADERSHIP SKILLS

- 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
- Case study and learning exercise on leadership: A prepared case study and group learning activity helps participants apply key concepts from the day

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)
- Case study and learning exercise on creating purpose and improving presentation skills: A prepared case study and group learning activity helps participants apply key concepts from the day

TEAM POWER

- Mindset, team dynamics and motivation
- Limiting beliefs and other brakes on performance
- Emotional intelligence and influence
- Teamwork and trust – management skills for managing teams
- Deep listening, reflection and learning – learning and working as a team
- Situational leadership and the one minute manager

- Case study and learning exercise: A prepared case study and group learning activity helps participants apply key concepts from the day

TEAM PERFORMANCE

- Effective delegation and avoiding 'monkey-management'
- Coaching for performance: theory
- Coaching for performance: practice
- Team and individual coaching skills
- Mission control: managing people and projects through goals and objectives
- Time management, priorities, meeting deadlines and personal effectiveness
- Case study and learning exercise on managing priorities and coaching: A prepared case study and group learning activity helps participants apply key concepts from the day.

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)
- Personal development and growth plan
- Leadership and management skills: summary
- Personal development plans
- Case study and learning exercise: A prepared case study and group learning activity helps participants apply key concepts from the day

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

