Marketing & Sales · MS424

Supervisory Skills and Team Leadership

Duration	Category	Ref
1 Week	**Marketing & Sales**	**MS424**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

Effective supervision and leadership are critical to achieving organisational goals and maintaining high-performing teams. Supervisors are expected to guide employees, manage performance, solve workplace challenges, and foster a positive work environment. This course provides participants with the essential skills and practical tools needed to lead teams effectively, enhance employee performance, and achieve operational excellence.

Objectives

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

- Understand the roles and responsibilities of an effective supervisor.
- Apply leadership principles to motivate and engage team members.
- Improve communication and interpersonal skills.
- Delegate tasks effectively and monitor performance.
- Manage employee performance and provide constructive feedback.
- Resolve workplace conflicts and handle challenging situations.
- Build and maintain high-performing teams.
- Develop action plans for continuous leadership improvement.

Target Audience

- Supervisors
- Team Leaders
- Foremen and Shift Supervisors
- Department Coordinators
- Newly Appointed Supervisors
- First-Line Managers
- Professionals preparing for supervisory roles

Course Outline

Day 1

The Role of the Supervisor

- Roles and responsibilities of supervisors
- Transitioning from employee to supervisor
- Leadership vs. management
- Essential supervisory competencies

Day 2

Communication and Team Leadership

- Effective workplace communication
- Active listening and feedback skills
- Building trust and credibility
- Motivating and engaging team members

Day 3

Performance Management and Delegation

- Setting goals and performance expectations
- Monitoring employee performance
- Coaching and mentoring employees
- Effective delegation techniques

Day 4

Team Building and Conflict Resolution

- Characteristics of high-performing teams
- Team development stages
- Managing workplace conflicts
- Problem-solving and decision-making skills

Day 5

Leading for Results

- Managing change and workplace challenges
- Accountability and continuous improvement
- Influencing and motivating others
- Developing a personal leadership action plan

Ask us for a date for this course

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