Special Courses · SC353

Effective Supervisory Skills for Operations Leaders

London · 14 - 18 Dec 2026

Date	Venue	Duration
14 - 18 Dec 2026	**London**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**SC353**	**English**

Introduction

Supervisors in operations play a critical role in ensuring teams are productive, processes run smoothly, and organisational objectives are met. This programme equips supervisors with the essential leadership, communication, and management skills needed to motivate teams, manage performance, and drive operational excellence. Through practical exercises, role-plays, and real-world scenarios, participants will learn to lead with confidence and achieve measurable results.

Course Objectives of Effective Supervisory Skills for Operations Leaders

Upon completing this programme, participants will be able to:

- Lead and motivate operational teams effectively.
- Delegate tasks efficiently while maintaining accountability.
- Communicate clearly and manage team dynamics.
- Handle conflicts and challenging situations professionally.
- Monitor performance using KPIs and operational metrics.
- Implement problem-solving and decision-making frameworks in daily operations.

Course Methodology of Effective Supervisory Skills for Operations Leaders

- Lectures and Expert Insights: Leading industry experts will share their insights and best practices.
- Case Studies: Analyse real-world talent acquisition challenges and solutions.
- Group Discussions: Engage in meaningful discussions and share experiences with peers.
- Role-Playing and Simulations: Practice recruitment scenarios to enhance skills.
- Hands-on Workshops: Gain practical experience in using recruitment tools and techniques.

Organisational Impact of Effective Supervisory Skills for

Operations Leaders

This training programme will have a positive impact on organisations by:

- Improved team performance and productivity.
- Reduced operational errors and miscommunications.
- Enhanced staff engagement and retention.
- Better alignment of operational activities with organisational goals.
- Stronger accountability and performance culture.

Personal Impact of Effective Supervisory Skills for Operations Leaders

Participants will experience personal growth and development, including:

- Enhanced leadership and interpersonal skills.
- Increased confidence in managing teams and operations.
- Better ability to handle conflicts and difficult situations.
- Strengthened decision-making and problem-solving capabilities.
- Career growth potential in operations and management roles.

Who Should Attend

This training programme is ideal for:

- Supervisors and team leaders in operations.
- Frontline managers overseeing production, service, or administrative teams.
- Professionals aspiring to move into operational leadership roles.

Course Outlines

Day 1

Foundations of Effective Supervision

- Roles and responsibilities of an operations supervisor
- Understanding leadership styles and their impact on team performance
- Principles of operational management and team accountability
- Self-assessment: Identifying personal leadership strengths and gaps

Day 2

Communication and Team Management

- Building effective communication skills: verbal, written, and non-verbal
- Active listening and giving constructive feedback
- Managing team dynamics and motivating employees
- Techniques for engaging and retaining talent

Day 3

Delegation, Decision-Making, and Problem Solving

- Principles of effective delegation and accountability
- Decision-making frameworks for operational challenges

- Problem-solving techniques (5 Whys, Fishbone, Pareto)
- Managing conflicts and difficult conversations

Day 4

Performance Management and Monitoring

- Setting KPIs and operational targets
- Monitoring team performance and productivity
- Conducting performance appraisals and coaching sessions
- Linking performance metrics to organisational goals

Day 5

Leadership in Action & Continuous Improvement

- Leading change and fostering a culture of continuous improvement
- Time and resource management for operational efficiency
- Best practices for mentoring and developing team members

Register or ask about this course online

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