MERCURY

Advanced Supervisory Skills - The Supervisor Development Program

31 May – 4 June 2027
Barcelona (Spain)



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Ref: 1143_293595 **Date:** 31 May – 4 June 2027 **Location:** Barcelona (Spain) **Fees:** 5600 Euro

Introduction:

This supervisory skills development course is designed for all those with the potential and capabilities to develop into supervisors, team leaders, and new managers.

Whether in a supervisory role or preparing for management responsibilities, this advanced supervisory skills course aims to enhance participants' supervisory training skills through a comprehensive training program that instills practical supervisory skills essential for successful supervisor skills.

Target Groups:

- Supervisors.
- Team leaders.
- Employees who are being prepared for supervisory development training.

Course Objectives:

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

- Understand the true essence of supervision and articulate the definition and importance of a supervisor development program to others.
- Develop and refine essential supervisory skills and implement basic supervisory training techniques.
- Differentiate between supervisory and operational roles, enhancing their management and supervisory skills.
- Set clear objectives and monitor them proficiently, utilizing successful supervisor skills.
- Identify motivational drivers for themselves and others, adopting practices that foster motivation and practical supervisory leadership skills.
- Oversee performance management to deliver results, incorporating strategies from supervisory skills training courses.
- Employ various communication techniques to interact effectively with their team, ensuring impactful supervisory and leadership training.
- Delegate tasks strategically, enabling productivity and growth within the team.
- Empower themselves and their staff effectively through learned supervisor leadership training, aiming for successful corporate leadership.
- Recognize their sources of power and influence and utilize them to enhance leadership and supervisory skills.

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Targeted Competencies:

- Leadership skills.
- Supervisory skills.
- Performance management.
- Effective communication skills.
- Empowerment and delegating abilities.
- Time management.
- Prioritization.

Course Content:

Unit 1: What Is A Supervisor?

- Should you be a supervisor?
- Determining the suitability for a supervisory role.
- Transitioning from individual contributor to supervisor.
- The distinction between doing and supervising.
- Pros and cons of the supervisory position.
- What are the skills of an effective supervisor?
- Identifying and developing practical supervisor training skills.
- Different ways to supervise the skills development of others.
- Supervisory methods and styles.
- Common mistakes to avoid in supervisory skills development.

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Unit 2: Managing Performance - Getting Results

- Understanding Performance Management Characteristics.
- Introduction to Business Plan basics.
- How do you align yourself with the business plan for practical supervisory skills development?
- Assessing your current situation.
- Develop yourself and the business plan.
- Driving productivity through supervisory development training.
- The critical role of strategic goal setting in supervisory leadership skills.
- Five essentials for success and how to manage results proactively.
- Delegating effectively to enhance skills for a supervisor.
- Getting and managing results.
- How do we develop proactive management?
- Benefits and barriers to delegation.
- How, when, and to whom should we delegate?
- Getting it done right - instructing others.

Unit 3: Managing Performance - Problems And People

- What motivates me?
- What motivates others?
- What does motivation do?
- The 3 Major steps of motivation
- Identifying motivators and how motivation affects workplace performance.
- Exploring "Herzberg's" motivational theory
- How do we tailor motivation in supervisory roles?
- How do you manage conflict?
- Conflict management and working with diverse personalities.
- What to do when a problem arises?
- Effective listening and questioning skills as part of supervisory skills courses.

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Unit 4: Managing Communication

- What is Communication?
- An exploration of communication at different levels.
- The importance of non-verbal communication.
- Factors that affect your communication.
- Communication chart
- Effective ways to communicate.
- Brain communication impact.
- Communication cycle.
- Delivering clear, concise messages.
- How to make an effective presentation?
- 9 Effective communication principles.
- Positive visual imaging.
- Good/bad relationships.
- Planning a Team meeting.
- How to be a decisive decision-maker?
- Improving your ability to make decisions.
- Verbal communication.
- Communication barriers and how to overcome them to ensure supervisory skills development.
- Team communications teachings.
- Running a team meeting.
- Choosing the right words.
- Communicating in writing.

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Unit 5: Building Powerful Influence

- What constitutes personal empowerment and developing influence?
- Strategies for increasing personal power to improve supervisory skills.
- Developing your mind, attitude, appreciation, and character influence.
- The mind thinks of power.
- Know the impact of teleological thinking.
- Replacement principle.
- Building your power.
- Using your power.
- Building trust and believability: walking your talk.
- Ten essential qualities of a top supervisor.
- Personal development planning to maintain motivation and continue growing supervisory leadership skills.
- How to stay motivated?

In this advanced supervisory skills development program, the participants will engage in learning and provide a comprehensive and enhancing framework to stay motivated.