



Leadership and Management Skills for Supervisors Training

Description

Introduction

As people progress in their career and are promoted they soon realise that new skills are required to manage other people and to lead teams effectively. This programme will provide a framework to understand the key drivers of leadership and management success and a toolbox of essential team leadership and management skills.

- The key team leadership and management skills, and when to use them
- How to motivate and coach teams to higher performance

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

Contents

Day One

Leadership

- 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

Day Two

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)

Day Three

Team Power

- Mindset and motivation
- Limiting beliefs and other brakes on performance
- Emotional intelligence and influence
- Teamwork and trust
- Deep listening
- Reflection and learning

Day Four

Team Performance

- Effective delegation
- Coaching for performance: theory
- Coaching for performance: practice
- Team coaching
- Mission control: managing people and projects
- Time management and profit

Day Five

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)
- Leadership and management skills: summary
- Personal development plans