Training Course on Achieving Supervisory Excellence

Professional Development Training Course Outline

Category	Leadership and Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Training Course on Achieving Supervisory Excellence

Introduction

In today's dynamic business environment, supervisors play a critical role in ensuring team success and organizational growth. The *Achieving Supervisory Excellence* training program equips emerging and experienced leaders with the skills needed to motivate, develop, and manage teams effectively. The course covers essential supervisory skills, including conflict resolution, team communication, performance management, and leadership strategies. Participants will learn to drive productivity, foster a positive workplace culture, and enhance their ability to lead teams through change and challenges.

This course is designed to build on both fundamental and advanced supervisory skills, empowering managers to not only supervise but to inspire and create high-performing teams. Leveraging industry-best practices and real-world case studies, the program provides actionable insights on how to optimize team collaboration, boost employee engagement, and ensure continuous improvement. By the end of this training, participants will be equipped with the tools to lead with confidence, integrity, and efficiency in any organizational setting.

Course Duration

5 days

Course Objectives

1. Master the **core competencies of effective leadership** and team management.
2. Develop **communication skills** to foster open, transparent conversations with teams.
3. Implement **conflict resolution strategies** to manage workplace disagreements.

4. Learn how to **delegate tasks efficiently** and increase team productivity.
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Programme Curriculum

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3. Implement **conflict resolution strategies** to manage workplace disagreements.
4. Learn how to **delegate tasks efficiently** and increase team productivity.
5. Establish **performance management systems** to drive employee success.
6. Cultivate a **growth mindset** to adapt and lead through change.
7. Enhance **emotional intelligence** to understand and address team dynamics.
8. Apply **coaching techniques** to develop the potential of each team member.
9. Create a **positive workplace culture** that promotes collaboration and trust.
10. Build **resilience** and stress management skills for leading in high-pressure situations.
11. Strengthen **decision-making** skills through critical thinking and problem-solving.
12. Foster **accountability** within teams to achieve collective goals.
13. Lead **diverse teams** with inclusive leadership approaches to drive innovation.

Organizational Benefits

- Increased team productivity and motivation
- Stronger employee engagement and satisfaction
- Higher retention rates through effective leadership
- Improved organizational culture and teamwork

- Enhanced conflict management and issue resolution

Target Participants

1. Supervisors and Managers looking to refine their leadership skills
2. Team Leaders seeking to improve team dynamics
3. Aspiring supervisors aiming to step into leadership roles
4. HR professionals focused on employee development
5. Operations Managers and Department Heads
6. Individuals looking to enhance their **communication skills**
7. Project Managers responsible for team performance
8. Mid-level managers transitioning to higher leadership positions

Course Outline

Module 1: Foundations of Supervisory Excellence

- Understanding supervisory roles and responsibilities
- Leadership vs. management: Key differences
- Leadership styles and when to use them
- The importance of emotional intelligence in leadership
- Building trust and credibility with your team

Module 2: Communication Skills for Supervisors

- Active listening techniques
- Giving and receiving feedback effectively
- Non-verbal communication and body language
- Addressing communication barriers
- Facilitating open team discussions

Module 3: Conflict Resolution and Problem-Solving

- Identifying sources of conflict in teams
- Conflict resolution strategies and techniques
- Mediation skills for supervisors
- Encouraging collaboration in resolving disputes
- Maintaining neutrality and fairness

Module 4: Delegation and Time Management

- Effective task delegation techniques
- Prioritizing and managing time efficiently
- Overcoming common delegation pitfalls
- Empowering employees through responsibility
- Time management tools and techniques

Module 5: Performance Management and Motivation

- Setting SMART goals for performance
- Motivating employees through recognition and rewards
- Developing performance review processes

- Constructive feedback for employee development
- Addressing poor performance with tact and empathy

Module 6: Developing Leadership Through Coaching

- Coaching vs. mentoring: Key differences
- Providing constructive coaching feedback
- Empowering team members for success
- Developing a coaching mindset
- Encouraging a continuous learning environment

Module 7: Building a Positive and Productive Work Culture

- Defining company culture and its impact on performance
- Promoting diversity and inclusion in leadership
- Creating a feedback-driven work environment
- Enhancing employee well-being
- Encouraging collaboration and innovation

Module 8: Resilience, Stress Management, and Adaptability

- Building personal resilience as a leader
- Stress management techniques for high-pressure situations
- Leading during organizational change
- Managing your energy for peak performance
- Adapting leadership styles to changing environments

Training Methodology

- Instructor-led live sessions with interactive Q&A
- Case studies of real-world leadership scenarios
- Role-playing and practical exercises
- Group discussions and peer feedback sessions
- Self-assessment tools to track progress

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org **or call** *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com