

# Essential Leadership Skills for Supervisors & Managers

Management & Leadership  
Amsterdam (Netherlands)  
17 - 21 Mar 2025

UK Training

# PARTNER



## Essential Leadership Skills for Supervisors & Managers

**Ref:** 321504\_134826 **Date:** 17 - 21 Mar 2025 **Location:** Amsterdam (Netherlands) **Fees:** 4200 Euro

### Introduction

As supervisors, team leaders, and managers progress in their careers, they soon realize that new or more advanced skills and knowledge are required to achieve greater success. This means being able to manage other people, projects, and priorities and to lead teams effectively.

This course provides a reliable framework to understand the key drivers of leadership and management success and a toolbox of essential leadership skills for supervisors & managers.

### Course 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
  - Profit and Loss
  - Coaching for Performance
  - Change and Transition
  - Personal Development
  - Create a Personal Development Plan Based on the Above Skills

### Course Outlines

#### Practical Frontline Leadership Skills

- The Difference between Leadership and Management
- How Your Leadership Drives Performance

UK Training

**PARTNER**



- The Leadership Cycle: daily, weekly, monthly
- Leadership Toolbox: the key leadership and management skills
- Personal Leadership Inventory

## Day 2

### Leadership in Action - People, Priorities, and Projects

- Dealing with distractions and understanding the value of your time
- Prioritization and organization: how to master both and teach others
- Setting and communicating vision, mission, and goals
- Working together to achieve your goals: the secrets of the great team working
- Essentials of project management for managers
- Coordination activities in the digital age: tools and techniques

## Day 3

### Improving your Team's Performance

- Mindset, team dynamics and motivation
- Limiting beliefs and other brakes on performance
- Emotional intelligence and influence
- Teamwork and trust - management skills for managing teams
- Deep listening, reflection and learning - learning and working as a team
- Situational leadership and the one-minute manager

## Day 4

### Leading through Better Communication

- Leadership and management communication strategies
- Gaining rapport and building credibility with your team
- Effective questioning and listening skills
- Ways to be more convincing and overcoming conflict
- Negotiating agreement and getting a win-win

## Day 5

### Managing People and Change

- Theories of change: why we find change hard / how to make it easy
- Coaching for performance: Giving and receiving feedback
- Difficult conversations and conflict
- Working relationships managing up and down
- Personal development and growth plan
- Leadership and management skills: summary
- Personal development plans

UK Training

**PARTNER**



## Blackbird training cities

Accra1 (Ghana)

Amman (Jordan)

Amsterdam (Netherlands)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston,Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training  
**PARTNER**





## Blackbird Training Category



Human Resources



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



## Blackbird training Clients



UK Training  
**PARTNER**



BLACKBIRD  
FOR TRAINING

LONDON TRAINING PROVIDER



[www.blackbird-training.com](http://www.blackbird-training.com)



[training@blackbird-training.com](mailto:training@blackbird-training.com)



+44 7480 775526 / +44 7401 177335