Leadership and Management Skills for Supervisors Course

28 June – 2 July 2027
Rome (Italy)



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Why This Course

Effective supervision is the cornerstone of a high-performing team. Supervisors who can lead confidently, communicate clearly, and manage performance effectively not only enhance team productivity but also foster engagement and trust.

The Supervisory Leadership and Management Skills program is a 1-week intensive designed to equip supervisors with practical tools, techniques, and frameworks to lead teams successfully. Through interactive exercises, case studies, and real-world scenarios, participants will strengthen their leadership capabilities and drive measurable results.

What You'll Learn and Practice

By participating in this program, you will:

- Develop core leadership skills and understand different leadership styles.
- Master effective communication and conflict resolution techniques.
- Apply strategies to motivate and engage team members.
- Conduct performance management and effective employee evaluations.
- Enhance decision-making, problem-solving, and change management skills.

The Program Flow

Day 1: Foundations of Leadership

- Understanding the distinction between leadership and management.
- Exploring leadership styles and their practical applications.
- Self-assessment and personal leadership development.
- Building trust, credibility, and influence as a supervisor.

Day 2: Effective Communication

- Active listening and providing meaningful feedback.
- Developing assertive communication skills.
- Managing difficult conversations with confidence.
- Conflict resolution strategies to maintain team harmony.



Day 3: Team Management and Motivation

- Understanding team dynamics and individual motivators.
- Techniques for motivating and engaging employees.
- Delegation and empowerment strategies.
- Building and leading high-performing teams.

Day 4: Performance Management

- Setting clear expectations, goals, and standards.
- Conducting effective performance reviews.
- Providing constructive feedback that drives improvement.
- Addressing performance issues proactively and fairly.

Day 5: Decision Making and Change Management

- Applying structured problem-solving and decision-making techniques.
- Leading teams through organizational change.
- Time management and prioritization strategies for supervisors.
- Developing an action plan for leadership success.

Individual Impact

Participants will leave the program able to:

- Lead and motivate teams with confidence and clarity.
- Communicate effectively, including during conflicts or difficult conversations.
- Manage employee performance with practical tools and techniques.
- Make informed decisions and solve problems efficiently in supervisory roles.

Work Impact

Organizations will benefit from supervisors who can:

- Build and maintain high-performing, engaged teams.
- Resolve conflicts and communication challenges effectively.
- Enhance overall team productivity and morale.
- Support organizational goals through competent leadership and problem-solving.

Training Methodology

This program blends theory with practical application through:



- Interactive workshops and real-world exercises.
- Case studies and role-playing scenarios.
- Peer discussions and group problem-solving activities.
- Action planning to apply learned leadership techniques directly in the workplace.

Beyond the Course

Upon completion, participants will be equipped to:

- Lead teams with confidence and authority.
- Implement effective performance management and employee development practices.
- Navigate workplace challenges with strong communication and problem-solving skills.
- Foster a motivated, high-performing, and resilient team culture.

