Mastering Supervisory Skills: Leadership Excellence Program

27 September – 1 October 2027
Rome (Italy)



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Why This Course

Supervisors play a critical role in shaping team performance and driving organizational success. Those who can communicate effectively, manage performance, resolve conflicts, and lead with confidence create productive, motivated, and resilient teams.

The Supervisory Excellence Program is a 1-week intensive designed to equip supervisors with advanced leadership skills and practical strategies. Through interactive exercises, real-world scenarios, and hands-on practice, participants will gain the tools and confidence to excel in their supervisory roles.

What You'll Learn and Practice

By participating in this program, you will:

- Develop advanced leadership and management skills for effective team supervision.
- Master communication techniques to engage diverse teams and handle difficult conversations.
- Learn strategies for performance management, coaching, and employee motivation.
- Acquire practical tools for conflict resolution and creative problem-solving.
- Apply principles of strategic planning and informed decision-making.
- Enhance emotional intelligence to strengthen team relationships and collaboration.

The Program Flow

Day 1: Foundations of Supervisory Excellence

- Understanding the supervisor's role and responsibilities.
- Leadership styles and their impact on team performance.
- Building a high-performance team culture.
- Applying emotional intelligence in leadership.

Day 2: Advanced Communication Strategies

- Active listening and effective feedback techniques.
- Navigating difficult conversations with confidence.
- Presentation skills tailored for supervisors.
- Cross-cultural communication in diverse teams.



Day 3: Performance Management and Motivation

- Setting SMART goals and expectations.
- Conducting meaningful performance reviews.
- Techniques to motivate and engage employees.
- Coaching and mentoring for team development.

Day 4: Conflict Resolution and Problem-Solving

- Identifying and addressing workplace conflicts.
- Negotiation skills for effective resolution.
- Creative problem-solving methods.
- Managing change and overcoming resistance.

Day 5: Strategic Planning and Decision-Making

- Principles of strategic thinking and planning.
- Applying effective decision-making models.
- Time management and delegation strategies.
- Continuous improvement and innovation in supervisory practices.

Individual Impact

Participants will leave the program able to:

- Lead teams more effectively and boost overall performance.
- Communicate with clarity, confidence, and empathy.
- Resolve conflicts constructively and make informed decisions.
- Apply practical leadership tools immediately in the workplace.

Work Impact

Organizations will benefit from supervisors who can:

- Drive team productivity and engagement.
- Build a positive and collaborative work culture.
- Make better decisions under pressure.
- Implement strategies that enhance organizational performance and innovation.

Training Methodology

The program combines theory with hands-on practice through:



- Interactive workshops and exercises.
- Real-world case studies and problem-solving activities.
- Peer discussions and role-playing scenarios.
- Action planning to apply learning directly to workplace challenges.

Beyond the Course

Upon completion, participants will be equipped to:

- Lead with confidence and clarity in any supervisory scenario.
- Build motivated, high-performing, and resilient teams.
- Communicate and resolve conflicts effectively.
- Apply strategic thinking and decision-making skills for ongoing success.

