The Effective Supervisor: Leading Teams to Excellence

13 – 17 September 2027
Barcelona (Spain)



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Why This Course

Moving into a supervisory role is an important career step. New supervisors are expected to guide people, manage performance, communicate clearly, solve problems, handle conflict, and create a positive team environment — often while still learning how to shift from being an individual contributor to leading others.

This comprehensive 1-week Effective Supervision Training program equips new and aspiring supervisors with the practical skills needed to lead teams confidently. The course covers leadership style, communication, feedback, delegation, motivation, performance management, coaching, conflict resolution, decision-making, accountability, diversity, inclusion, well-being, time management, and action planning. Through hands-on exercises and workplace scenarios, participants will develop the confidence and tools needed to become effective, trusted, and results-focused supervisors.

What You'll Learn and Practice

By joining this program, you will:

- Understand the key responsibilities and expectations of supervisors.
- Transition effectively from individual contributor to team leader.
- Identify your leadership style and how it affects your team.
- Build trust, credibility, and positive working relationships.
- Communicate clearly through verbal and written communication.
- Practice active listening and constructive feedback.
- Run productive meetings and presentations.
- Adapt communication styles to different people and situations.
- Set clear goals, expectations, and priorities.
- Delegate tasks effectively and empower team members.
- Motivate and engage employees.
- Conduct performance reviews and coach for improvement.
- Handle conflict, difficult conversations, and workplace challenges.
- Build a positive culture of accountability and continuous improvement.



The Program Flow

Day 1: Foundations of Effective Supervision

- Understand the transition from individual contributor to supervisor.
- Explore the mindset and responsibilities of effective supervisors.
- Identify your leadership style and areas for growth.
- Clarify expectations from management, team members, and peers.
- Build trust and credibility with your team.

Day 2: Communication and Interpersonal Skills

- Apply active listening techniques.
- Provide constructive feedback that supports improvement.
- Strengthen verbal and written communication.
- Run productive meetings and deliver clear presentations.
- Adapt communication styles for different personalities and workplace situations.

Day 3: Team Leadership and Motivation

- Set clear goals, expectations, and performance standards.
- Use delegation techniques to develop and empower team members.
- Apply strategies for motivating and engaging employees.
- Build stronger collaboration and team spirit.
- Support the development of high-performing teams.

Day 4: Performance Management and Problem-Solving

- Conduct effective performance reviews.
- Address poor performance professionally and fairly.
- Coach employees for improvement and development.
- Apply problem-solving and decision-making techniques.
- Manage workplace conflict and difficult conversations with confidence.

Day 5: Developing a Positive Team Culture

- Create a culture of accountability and continuous improvement.
- Promote diversity, inclusion, and employee well-being.
- Apply time management and prioritization strategies.
- Strengthen personal effectiveness as a supervisor.
- Build an action plan for applying the course learning at work.



Individual Impact

- Build confidence in handling supervisory responsibilities.
- Improve communication, feedback, delegation, and coaching skills.
- Strengthen ability to manage conflicts and difficult conversations.
- Develop better time management and prioritization habits.
- Gain practical tools for decision-making, problem-solving, and team leadership.

Work Impact

- Improve team communication, productivity, and morale.
- Strengthen employee engagement and performance.
- Reduce misunderstandings through clearer expectations and feedback.
- Build a more accountable and positive team culture.
- Improve day-to-day supervision, coordination, and problem-solving.

Training Methodology

This program combines supervision principles with practical workplace application through:

- Leadership style assessment and reflection exercises.
- Communication and feedback practice.
- Delegation and motivation activities.
- Performance review and coaching simulations.
- Conflict resolution and difficult conversation scenarios.
- Time management, prioritization, and action planning workshops.

Beyond the Course

Upon completion, participants will be able to:

- Communicate expectations and feedback more clearly.
- Delegate tasks effectively and empower team members.
- Motivate employees and support stronger team performance.
- Manage poor performance, conflict, and difficult conversations.
- Create a positive team culture based on accountability and continuous improvement.
- Apply practical supervision tools immediately in the workplace.

