Essential Leadership Skills for Supervisors and Managers

19 – 23 September 2027
Dubai (UAE)



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Why This Course

Supervisors and managers are the link between organizational strategy and daily performance. They are expected to communicate clearly, guide teams, solve problems, make decisions, manage performance, and keep people motivated in a fast-changing workplace.

Strong leadership is not only about authority or position. It is about building trust, setting direction, listening actively, supporting people, handling conflict, and helping teams achieve results. Leaders who develop these capabilities can create stronger relationships, improve performance, and build a more positive and accountable work environment.

This intensive 1-week program equips supervisors and managers with essential leadership skills to excel in their roles. Through interactive sessions, practical exercises, case discussions, role plays, and action planning, participants will strengthen their communication, strategic thinking, emotional intelligence, team management, coaching, decision-making, and change leadership capabilities.

What You'll Learn and Practice

By joining this program, you will:

- Understand different leadership styles and their impact on team performance.
- Communicate clearly and listen actively in professional situations.
- Build trust, credibility, and stronger workplace relationships.
- Set clear goals, expectations, and accountability standards.
- Develop strategic thinking skills to align team efforts with organizational goals.
- Apply critical thinking and problem-solving techniques.
- Make informed decisions under pressure.
- Use emotional intelligence to manage relationships and resolve conflicts.
- Build and maintain high-performing teams.
- Provide effective feedback and performance coaching.
- Mentor and develop team members.
- Address underperformance with confidence and professionalism.
- Lead change, overcome resistance, and encourage innovation.



The Program Flow

Day 1: Foundations of Leadership

- Understanding leadership styles and their impact.
- The role of supervisors and managers in driving team success.
- Effective communication strategies for clear messaging.
- Active listening and questioning techniques.
- Building trust, credibility, and professional respect.
- Setting clear goals, expectations, and responsibilities.
- Practical exercise: Assessing your leadership style and communication approach.

Day 2: Strategic Thinking and Decision Making

- Developing a strategic mindset as a supervisor or manager.
- Connecting team priorities with organizational objectives.
- Critical thinking and problem-solving techniques.
- Analyzing issues and identifying practical solutions.
- Making informed decisions under pressure.
- Balancing short-term needs with long-term goals.
- Workshop: Applying a decision-making framework to a leadership challenge.

Day 3: Emotional Intelligence and Team Dynamics

- Understanding emotional intelligence and its role in leadership.
- Developing self-awareness, empathy, and relationship management.
- Building and managing high-performing teams.
- Understanding team dynamics, motivation, and collaboration.
- Conflict resolution strategies.
- Fostering a positive, respectful, and productive team culture.
- Role play: Managing a team conflict using emotional intelligence.

Day 4: Performance Management and Coaching

- Setting performance standards and KPIs.
- Monitoring progress and supporting accountability.
- Providing effective feedback that improves performance.
- Coaching and mentoring team members.
- Motivating employees and supporting development.
- Addressing and improving underperformance.
- Practical exercise: Conducting a performance coaching conversation.



Day 5: Leading Change and Innovation

- Understanding change management principles.
- Supporting teams through uncertainty and transition.
- Overcoming resistance to change.
- Communicating change with clarity and confidence.
- Fostering innovation and creativity within teams.
- Encouraging continuous improvement and new ideas.
- Final activity: Developing a personal leadership action plan.

Individual Impact

- Improve your ability to communicate clearly and inspire team members.
- Strengthen confidence in leading teams and handling challenges.
- Enhance decision-making and problem-solving skills.
- Build stronger emotional intelligence and conflict resolution capability.
- Improve your ability to coach, mentor, and develop others.
- Create a personalized leadership development plan for continued growth.

Work Impact

- Improve team performance, accountability, and engagement.
- Strengthen communication and trust between managers and employees.
- Support better alignment between team goals and organizational priorities.
- Reduce conflict and improve collaboration within teams.
- Improve performance management and employee development.
- Build a more adaptable, innovative, and results-focused team culture.

Training Methodology

This program uses a practical and interactive approach to help supervisors and managers apply leadership skills directly in the workplace. Learning methods include:

- Interactive discussions and guided facilitation.
- Leadership style and emotional intelligence self-assessments.
- Workplace case studies and team management scenarios.
- Communication, feedback, and conflict resolution role plays.
- Decision-making and problem-solving exercises.
- Coaching and performance management practice.
- Change leadership and innovation workshops.
- Peer feedback, facilitator coaching, and personal action planning.



Beyond the Course

Upon completion, participants will be better prepared to lead teams with confidence, clarity, and professionalism. They will return ready to:

- Communicate more effectively and inspire team members.
- Align team efforts with organizational goals.
- Make stronger decisions in complex situations.
- Build and maintain high-performing teams.
- Coach, mentor, and develop employees.
- Lead change and innovation while continuing their personal leadership growth.

