

BUILDING CORE LEADERSHIP & SUPERVISORY COMPETENCIES



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TRAINING CENTER



Introduction

Leadership and supervision rest on a set of core competencies that can be learned, practised, and measured rather than left to personality. The Building Core Leadership & Supervisory Competencies Training Course develops those competencies in a structured sequence. Participants learn to set direction, plan and allocate work, communicate clearly, and supervise performance fairly. Furthermore, the course covers delegation, coaching, feedback, and handling difficult situations early. In addition, it addresses team motivation, conflict resolution, and personal credibility. As a result, participants return with a defined set of leadership capabilities they can apply consistently in daily work.

Building Core Leadership & Supervisory Competencies Course Objectives

- Set direction using vision, objectives, and SMART goal setting.
- Apply the situational leadership model to individual team members.
- Plan, allocate, and coordinate team workload against clear standards.
- Delegate with defined authority, ownership, and follow-up discipline.
- Communicate clearly in briefings, meetings, and written updates.
- Give and receive feedback using the SBI model.
- Coach team members on the job using the GROW model.
- Handle performance, conduct, and absence issues early and fairly.
- Resolve conflict between team members constructively.
- Measure team performance with engagement and delivery KPIs.

Course Methodology

- Instructor-led sessions combining competency theory with daily practice.

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- Leadership competency self-assessment and structured reflection.
- Case studies of leadership and supervision across several sectors.
- Role-play exercises on delegation, feedback, and difficult conversations.
- Group workshops building competency development plans.
- Continuous knowledge checks and a final assessed competency project.

Who Should Take This Course

- Team leaders and first-line supervisors.
- Newly appointed managers and section heads.
- Department managers strengthening core practices.
- Project leaders responsible for team delivery.
- Experienced staff moving into leadership roles.
- High-potential staff preparing for supervisory responsibility.

Building Core Leadership & Supervisory Competencies Course Outlines

Day 1: Leadership Direction and Self-Awareness

- Leadership versus management in daily practice.
- Vision, objectives, and SMART goal setting.
- Leadership styles and the situational leadership model.
- Personal strengths, values, and blind spots.
- Professional conduct, ethics, and credibility.
- Understanding organisational structure and decision lines.
- Workshop: completing a leadership competency self-assessment.





Day 2: Planning, Allocation, and Delegation

- Daily and weekly work planning and allocation.
- Matching tasks to capability, availability, and development needs.
- Capacity planning and managing workload peaks.
- Setting clear standards for quality and output.
- Delegation levels with defined authority and ownership.
- Briefing work clearly and confirming understanding.
- Workshop: delegating a live task with defined authority.

Day 3: Communication and Interpersonal Competence

- Communication styles and adapting to individuals.
- Active listening, questioning, and summarising.
- Running effective team meetings and one-to-ones.
- Written communication through email and Microsoft Teams.
- Assertiveness, influencing, and handling difficult requests.
- Cross-cultural sensitivity in workplace communication.
- Workshop: running a structured one-to-one conversation.

Day 4: Coaching, Feedback, and Performance

- Coaching on the job with the GROW model.
- Structured feedback using the SBI model.
- Performance management cycles and objective measures.
- Setting improvement expectations with support plans.
- Handling lateness, absence, and conduct early and fairly.

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- Managing conflict between team members constructively.
- Workshop: delivering feedback and a coaching conversation.

Day 5: Team Performance and Continuous Improvement

- Motivation, recognition, and sustaining team morale.
- Team KPIs: engagement, delivery, quality, and retention.
- Continuous improvement routines and lessons learned.
- Time management and priority setting for leaders.
- Managing pressure and personal resilience.
- Building a personal competency development plan.
- Workshop: presenting a leadership competency development plan.

Conclusion

By successfully completing the Building Core Leadership & Supervisory Competencies Training Course, participants will have acquired the knowledge to set direction, plan and allocate work, delegate with clear authority, communicate effectively, coach their teams, and handle performance and conduct matters fairly. They will also gain the ability to resolve conflict constructively and measure team results. Furthermore, the course prepares leaders to build a consistent, credible management presence rather than reacting to each situation from scratch. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready leadership competencies.

FAQs





Q1 What is the "Building Core Leadership & Supervisory Competencies" course about?

It is a practical programme that develops the fundamental competencies of leadership and supervision. It covers direction setting and self-awareness, work planning and delegation, communication and interpersonal skills, coaching and feedback, performance and conduct handling, conflict resolution, and team performance measurement.

Q2 What are the key benefits of the "Building Core Leadership & Supervisory Competencies" course?

Participants gain a clear set of competencies they can apply consistently, which reduces the inconsistency that damages team trust. The course improves delegation and workload control, strengthens communication and coaching, lowers avoidable conflict and turnover, and gives leaders measurable indicators for team performance.

Q3 What skills will I gain from the "Building Core Leadership & Supervisory Competencies" course?

Direction setting with vision and SMART objectives; work planning, allocation and delegation with defined authority; communication, coaching and structured feedback; and performance handling, conflict resolution and team performance measurement.



Q4 What tools, methods, or standards are covered in the "Building Core Leadership & Supervisory Competencies" course?

The course covers the situational leadership model, SMART objectives, leadership competency frameworks, delegation level models, team charters, the GROW coaching model, the SBI feedback model, performance improvement plans, conflict resolution approaches, one-to-one and briefing formats, and team KPIs for engagement, delivery, quality, and retention.

Q5 How is the "Building Core Leadership & Supervisory Competencies" course applied in real-world practice?

Graduates apply it by setting team objectives from organisational priorities, planning and allocating work against clear standards, and delegating with explicit authority levels. They also run regular one-to-ones, coach members through new tasks, give feedback as work happens, address conduct or performance issues early, and review team KPIs each month.