

ESSENTIAL LEADERSHIP SKILLS FOR SUPERVISORS & MANAGERS



GENTEX[®]
TRAINING CENTER



Introduction

Essential Leadership Skills for Supervisors & Managers develops the core capabilities that anyone leading a team needs on day one. Supervisors and managers are measured on results they can only achieve through other people, yet most are promoted for technical ability rather than leadership readiness. This Essential Leadership Skills for Supervisors & Managers Training Course closes that gap with practical, workplace-ready skills. Participants examine leadership styles, communication, motivation, delegation, coaching, feedback, and conflict handling. Furthermore, the course covers team development, performance accountability, and leading through pressure and change. It also addresses how supervisors move from doing the work to leading it. As a result, participants leave with a clear toolkit they can apply in the first week back.

Essential Leadership Skills for Supervisors & Managers Course Objectives

- Apply leadership styles flexibly using Goleman's six styles and situational leadership.
- Communicate clearly with structured briefings, meetings, and instructions.
- Set direction with SMART objectives and clear team expectations.
- Motivate teams using Herzberg's theory and self-determination theory.
- Delegate work effectively using the five levels of delegation.
- Coach team members with the GROW model.
- Deliver constructive feedback with the SBI model.
- Develop teams through Tuckman's stages of group development.
- Manage conflict and difficult behaviour using ThomasKilmann conflict modes.
- Hold people accountable without micromanagement and lead small changes confidently.

Course Methodology



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The course applies interactive, practice-based methods:

- Facilitated workshops on live supervisory and management challenges.
- Role-play of briefings, coaching, feedback, and difficult conversations.
- Case studies from operations, service, and production settings.
- Self-assessment of leadership style and communication habits.
- Group problem-solving with structured peer feedback.
- Action planning that converts each technique into a daily leadership routine.

Who Should Take This Course

- Supervisors, team leaders, and first-line managers.
- Mid-level managers and department heads.
- Shift leaders and section heads.
- Senior technicians and specialists moving into management.
- Project and program team leads.
- Professionals preparing for their first leadership role.

Essential Leadership Skills for Supervisors & Managers Course Outlines

Day 1: Foundations of Leadership

- Distinguishing leadership from management responsibilities.
- Reviewing Goleman's six leadership styles.
- Applying situational leadership to team readiness levels.
- Building emotional intelligence and self-awareness.
- Establishing credibility, trust, and fairness.



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- Assessing your leadership strengths and immediate gaps.
- Setting personal leadership development priorities.

Day 2: Communication and Daily Briefings

- Structuring messages with the pyramid principle.
- Giving clear instructions with purpose, standards, and deadlines.
- Using active listening and confirm-back techniques.
- Running effective briefings, meetings, and one-to-ones.
- Communicating across shifts, teams, and departments.
- Handling questions and objections with composure.
- Practising briefings and one-to-ones in role-play.

Day 3: Motivation, Delegation, and Accountability

- Applying Herzberg's two-factor theory to motivation.
- Using self-determination theory for autonomy and engagement.
- Delegating effectively with the five levels of delegation.
- Setting expectations with SMART goals and clear standards.
- Tracking progress without micromanagement.
- Recognising contribution and reinforcing good performance.
- Building a delegation and follow-up routine.

Day 4: Coaching, Feedback, and Team Development

- Coaching with the GROW model.
- Delivering feedback with the SBI model.
- Running structured performance conversations.



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- Developing teams through Tuckman's stages.
- Building psychological safety and shared accountability.
- Supporting development plans and career conversations.
- Practising coaching and feedback in role-play.

Day 5: Conflict, Change, and Sustaining Practice

- Managing conflict with Thomaskilman conflict modes.
- Handling difficult behaviour and performance issues.
- Leading small changes with clear communication.
- Making decisions with structured option analysis.
- Managing your own time, stress, and workload as a leader.
- Seeking feedback and planning continued development.
- Finalizing a personal leadership action plan.

Conclusion

By successfully completing Essential Leadership Skills for Supervisors & Managers, participants will have acquired practical knowledge of leadership styles, communication, motivation, delegation, coaching, feedback, accountability, and conflict handling. They will have gained skills in leadership communication, team motivation and delegation, coaching and performance feedback, and conflict and change management, plus a personal action plan. Gentex Training Center designed this program to help supervisors and managers lead with confidence from their first day.

FAQs





Q1 What is the "Essential Leadership Skills for Supervisors & Managers" course about?

It builds the core skills anyone leading a team needs. Participants study leadership styles, communication and briefings, motivation, delegation, coaching, feedback, performance accountability, team development, and conflict handling.

Q2 What are the key benefits of the "Essential Leadership Skills for Supervisors & Managers" course?

Participants gain clearer communication, stronger team commitment, and fairer, more consistent management. Teams also receive better direction and feedback, resolve disagreements faster, and experience the accountability that keeps standards steady.

Q3 What skills will I gain from the "Essential Leadership Skills for Supervisors & Managers" course?

You will develop four core skills: leadership communication and briefing, team motivation and delegation, coaching and performance feedback, and conflict and change management.



Q4 What tools, methods, or standards are covered in the "Essential Leadership Skills for Supervisors & Managers" course?

The course covers Goleman's six leadership styles, situational leadership, the pyramid principle, Herzberg's two-factor theory, self-determination theory, the five levels of delegation, SMART goals, the GROW coaching model, the SBI feedback model, Tuckman's stages of group development, ThomasKilmann conflict modes, and structured option analysis for decisions.

Q5 How is the "Essential Leadership Skills for Supervisors & Managers" course applied in real-world practice?

Participants apply the methods to live supervisory tasks, such as running a team briefing, delegating a task with clear standards, coaching a developing team member, giving feedback on missed commitments, and mediating a disagreement. Each module ends with an action commitment, so learning transfers directly into daily leadership.