

THE ART OF SUPERVISORY LEADERSHIP



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TRAINING CENTER



Introduction

The Art of Supervisory Leadership Training Course develops supervisors who lead from the front line, where plans meet reality. Participants learn how to set daily direction, coach their teams, and handle the pressure that comes with being both a doer and a leader. The program combines supervisory fundamentals with coaching, delegation, and performance practice. As a result, learners gain the confidence to lead a team without becoming a bottleneck. Furthermore, the course strengthens communication, conflict handling, and the personal presence that earns respect from a team that sees you every day.

The Art of Supervisory Leadership Course Objectives

- Understand what changes when a specialist becomes a supervisor.
- Apply situational leadership (Hersey-Blanchard) to match style to team readiness.
- Set daily expectations and standards that teams can follow.
- Delegate using the five levels of delegation with clear accountability.
- Coach team members using the GROW model and on-the-job training.
- Give feedback with the SBI (Situation-Behaviour-Impact) model.
- Manage conflict between team members using the Thomas-Kilmann conflict modes.
- Handle performance and conduct issues fairly and consistently.
- Run effective shift, daily, and handover routines.
- Build credibility, influence, and supervisory presence.

Course Methodology

- Interactive sessions built on real supervisory situations.
- Workshops on delegation, coaching, and feedback practice.
- Group exercises on conflict handling and performance conversations.
- Hands-on practice with daily routines and task assignment.

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- Simulation of escalations, resourcing pressure, and team disputes.
- Facilitator coaching and peer review on supervisory development plans.

Who Should Take This Course

- Front-line supervisors and shift team leaders.
- Newly promoted supervisors from technical roles.
- Team leaders in operations, production, and service settings.
- Senior staff taking on team responsibility.
- Team leaders managing shift-based or remote teams.
- Supervisors seeking to sharpen their daily practice.

The Art of Supervisory Leadership Course Outlines

Day 1: The Supervisory Role and Its Demands

- What changes when a specialist becomes a supervisor.
- Balancing doing and leading in the same day.
- Supervision versus management versus leadership.
- Setting expectations and standards of work.
- Communication discipline and instructions that land.
- Building credibility with a former peer group.
- Case study: a supervisor who tried to do everything alone.

Day 2: Delegation and Daily Direction

- The five levels of delegation and choosing the right one.
- Delegation with clear outcomes, authority, and support.



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- Task assignment, prioritisation, and shift planning.
- Daily and shift routines that reduce confusion.
- Handover discipline and information flow.
- Managing the workload of the team realistically.
- Workshop: planning a shift or week with clear ownership.

Day 3: Coaching and Developing the Team

- Situational leadership (Hersey-Blanchard) and adapting style.
- The GROW model for coaching conversations.
- Structured on-the-job training and competence verification.
- Feedback with the SBI (Situation-Behaviour-Impact) model.
- Recognition, motivation, and team morale.
- Developing team members for larger responsibilities.
- Exercise: coaching a team member through a competence gap.

Day 4: Conflict, Conduct, and Difficult Conversations

- Handling conflict between team members.
- Thomas-Kilmann conflict modes: competing, collaborating, compromising, avoiding, accommodating.
- Preparing for and opening a difficult conversation.
- Managing underperformance with structured improvement plans.
- Conduct, absence, and discipline handled fairly.
- Escalation, decision limits, and working with your manager.
- Simulation: a supervisory conversation about conduct.





Day 5: Presence, Pressure, and Supervisory Growth

- Managing pressure and staying composed under scrutiny.
- Managing upwards and representing your team well.
- Building influence across functions and levels.
- Managing change and communicating it to the shift.
- Ethical judgement, fairness, and consistency.
- Personal supervisory development planning.
- Capstone: presenting a supervisory leadership plan.

Conclusion

By successfully completing The Art of Supervisory Leadership, participants will gain a practical command of daily direction, delegation, coaching, and difficult conversations. They will acquire skills in performance management, conflict handling, and supervisory presence that help teams perform without constant intervention. Gentex Training Center designs the program to help supervisors lead confidently from the front line.

FAQs

Q1 What is the "The Art of Supervisory Leadership" course about?

It develops supervisors who lead from the front line, where plans meet reality. The course covers the supervisory role, delegation and daily routines, coaching and feedback, conflict and conduct conversations, and the presence needed to lead a team day to day.



Q2 What are the key benefits of the "The Art of Supervisory Leadership" course?

You gain the confidence to lead a team without becoming a bottleneck. The course improves delegation and daily planning, sharpens coaching and feedback, reduces escalation and avoidable conflict, and helps you stay composed when production or service pressure rises.

Q3 What skills will I gain from the "The Art of Supervisory Leadership" course?

You will develop four core skills: supervisory role clarity and expectation setting, delegation and daily direction management, coaching, feedback, and team development, and conflict and conduct handling with supervisory presence.

Q4 What tools, methods, or standards are covered in the "The Art of Supervisory Leadership" course?

The course covers situational leadership (Hersey-Blanchard), the five levels of delegation, the GROW coaching model, the SBI (Situation-Behaviour-Impact) feedback model, structured on-the-job training, the Thomas-Kilmann conflict modes, daily and shift routines, handover discipline, structured improvement plans, and escalation and decision limit practice.



Q5 How is the "The Art of Supervisory Leadership" course applied in real-world practice?

Participants apply it to real work such as planning a shift with clear ownership, coaching a team member through a competence gap, handling a dispute between two team members, and running a conduct conversation. The same methods support handover routines and performance reviews.