Management And Leadership

The Supervisory Development Program

Course Introduction

This program is designed to support newly appointed and mid-level supervisors in developing the foundational knowledge and leadership mindset required to manage teams effectively.

Through this training program, participants will gain advanced understanding of supervision, leadership styles, communication models, conflict, and performance management systems.

Target Audience

- New supervisors and team leaders
- Line managers transitioning into supervisory roles
- Technical staff moving into management positions
- Supervisors seeking structured leadership refreshers

Learning Objectives

- Develop a strong foundation in supervisory roles and responsibilities

- Learn leadership and management models relevant to team dynamics
- Understand motivation, delegation, and communication principles
- Gain insights into performance evaluation, feedback, and conflict resolution
- Build awareness of legal, ethical, and organizational frameworks
- Strengthen the supervisory mindset for accountability and team empowerment

Course Outline

- **DAY 01**

Role and Responsibilities of a Supervisor:

- Definition of supervision and its organizational context
- Differences between leadership, supervision, and management
- Key functions of supervisors: planning, organizing, leading, controlling
- Models of supervisory effectiveness
- Supervisor's role in organizational culture
- Ethical considerations in decision-making
- Boundaries of authority and influence

Leadership Theories and Supervisory Styles:

- Trait, behavioral, and contingency theories of leadership
- Transactional vs. transformational leadership
- Situational Leadership (Hersey-Blanchard)
- Supervisory styles and their impact on team morale
- Matching leadership styles with employee needs
- Influence, authority, and power dynamics
- Decision-making styles: autocratic, democratic, laissez-faire

- **Day 02**

Communication for Supervisors:

- The communication process: sender, message, receiver
- Barriers to effective communication
- Understanding Organizational communication
- Verbal vs. non-verbal communication
- Active listening and questioning models
- Communication across departments and teams
- Writing professional emails and memos

Time and Task Management:

- Time management matrix (Eisenhower model)
- Prioritization techniques (ABC, Pareto Principle)
- Delegation best practices
- Avoiding micromanagement and promoting autonomy
- Setting SMART goals and deadlines

- Scheduling and productivity tools
- Monitoring progress and course correction

• Day 03

Motivation and Team Performance:

- Maslow's hierarchy and workplace application
- Herzberg's motivators and hygiene factors
- McClelland's theory of needs
- Developing team performance and productivity
- The role of recognition and rewards
- Creating a motivating team climate
- Common demotivators and how to mitigate them

Conflict and Resolution:

- Understanding sources of conflict
- Conflict escalation model
- Thomas-Kilmann Conflict Mode Instrument
- Approaches to conflict resolution
- Mediation, negotiation, and compromise
- Supervisor's role in managing team tensions
- Maintaining neutrality and professionalism

• Day 04

Coaching and Feedback in Supervision:

- The importance of feedback in performance improvement
- Coaching models: SBI, BOOST, GROW
- Coaching vs. correcting: psychological impact

- Structuring feedback conversations
- Frequency and timing of feedback
- Feedback in multicultural and remote teams
- Using feedback to drive accountability

Performance Management and Appraisal:

- Understanding performance management systems
- Goal-setting and KPI alignment with company strategy
- Appraisal methods: rating scales, 360-degree, behavior-based
- Common biases in evaluation
- Documentation and follow-up principles
- Legal and ethical implications in performance reviews
- Handling underperformance constructively

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 16, 2025	June 20, 2025	5 days	4250.00 $	UAE - Abu Dhabi
July 14, 2025	July 18, 2025	5 days	4250.00 $	UAE - Dubai
Oct. 20, 2025	Oct. 24, 2025	5 days	4250.00 $	UAE - Dubai