Training Course on Building Core Supervisory and Team Competencies

Professional Development Training Course Outline

Category	Leadership and Management	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's dynamic business landscape, effective supervision and high-performing teams are the cornerstones of organizational triumph. This comprehensive training course, **Building Core Supervisory & Team Competencies**, is meticulously designed to equip individuals with the essential skills and knowledge to excel as influential leaders and cultivate cohesive, productive teams. Through engaging modules and practical application, participants will develop mastery in crucial areas such as **communication effectiveness**, **performance management**, **conflict resolution**, **team building strategies**, and **employee motivation**. Investing in this program translates directly into tangible **organizational benefits**, fostering a culture of accountability, collaboration, and continuous improvement, ultimately driving enhanced **productivity** and achieving strategic objectives.

This intensive course addresses the critical need for skilled supervisors and empowered teams in achieving sustainable growth. By focusing on developing key competencies like **delegation skills**, **feedback techniques**, **problem-solving methodologies**, **change management**, and **emotional intelligence**, participants will gain the confidence and expertise to navigate complex workplace challenges and inspire their teams to reach their full potential. The curriculum incorporates the latest **leadership development trends** and proven **teamwork principles**, ensuring relevance and immediate applicability. Organizations that prioritize the development of these core competencies will witness improved **employee engagement**, reduced **staff turnover**, and a strengthened competitive edge in the market.

Programme Curriculum

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Course Duration

10 days

Course Objectives

This training course aims to equip participants with the following key competencies:

1. Mastering **effective communication strategies** for clear and impactful interactions.
2. Implementing robust **performance management systems** to drive individual and team accountability.
3. Developing proactive **conflict resolution techniques** to foster positive working relationships.
4. Building high-performing teams through proven **team building activities** and frameworks.
5. Applying effective **employee motivation techniques** to enhance engagement and productivity.
6. Honing **delegation skills** to empower team members and optimize workload distribution.
7. Delivering constructive **feedback effectively** to support growth and development.
8. Utilizing systematic **problem-solving methodologies** to address workplace challenges efficiently.
9. Leading teams through **change management processes** with confidence and clarity.
10. Cultivating **emotional intelligence** to build stronger relationships and enhance leadership effectiveness.
11. Developing skills in **meeting management** for productive and focused discussions.
12. Understanding and applying principles of **diversity and inclusion** within teams.
13. Fostering a culture of **continuous improvement** and innovation within their teams.

Organizational Benefits

- Well-trained supervisors can effectively guide and motivate their teams to achieve higher levels of output.

- Enhanced communication skills lead to clearer understanding, reduced errors, and smoother workflows.
- Effective team-building strategies foster trust, collaboration, and a sense of shared purpose.
- Engaged and well-supported employees are more likely to remain with the organization.
- Skilled supervisors can guide their teams to identify and resolve issues efficiently.
- Proactive conflict resolution minimizes disruptions and maintains a positive work environment.
- Motivated and valued employees contribute more actively and enthusiastically.
- The course develops essential leadership skills at all levels of supervision.
- A focus on development fosters a culture of growth, learning, and collaboration.
- Leaders equipped with change management skills can navigate transitions effectively.

Target Participants

1. New Supervisors and Team Leaders
2. Experienced Supervisors seeking to enhance their skills
3. High-potential employees preparing for leadership roles
4. Project Managers leading cross-functional teams
5. Individuals in team-based work environments
6. Human Resources professionals focused on talent development
7. Department Heads and Middle Managers
8. Anyone aspiring to improve their supervisory and team leadership capabilities

Course Outline

Module 1: Foundations of Effective Supervision

- Understanding the role and responsibilities of a supervisor.
- Exploring different leadership styles and their impact.
- Developing a personal leadership philosophy.
- Setting clear expectations and standards for team performance.
- Building trust and rapport with team members.

Module 2: Mastering Communication Skills

- Active listening and effective questioning techniques.
- Providing clear and concise verbal and written communication.
- Delivering impactful presentations and briefings.
- Understanding non-verbal communication cues.
- Facilitating effective team meetings.

Module 3: Performance Management and Feedback

- Setting SMART goals and objectives for individuals and teams.
- Monitoring and evaluating performance against established metrics.
- Providing timely and constructive feedback.
- Conducting effective performance appraisal discussions.
- Addressing performance issues and implementing improvement plans.

Module 4: Building High-Performing Teams

- Understanding the stages of team development.
- Identifying and leveraging individual team member strengths.

- Establishing clear roles, responsibilities, and team norms.
- Fostering collaboration and mutual support within the team.
- Motivating teams to achieve common goals.

Module 5: The Art of Delegation and Empowerment

- Identifying tasks suitable for delegation.
- Selecting the right person for the task and providing clear instructions.
- Empowering team members through autonomy and trust.
- Monitoring progress and providing necessary support.
- Recognizing and rewarding successful delegation.

Module 6: Conflict Resolution and Negotiation

- Understanding different types and sources of conflict.
- Developing strategies for proactive conflict prevention.
- Applying various conflict resolution techniques.
- Practicing effective negotiation skills.
- Facilitating constructive dialogue and mediation.

Module 7: Motivating and Engaging Your Team

- Understanding different theories of motivation.
- Identifying individual and team motivators.
- Implementing strategies for intrinsic and extrinsic motivation.
- Recognizing and rewarding team and individual achievements.
- Creating a positive and engaging work environment.

Module 8: Problem-Solving and Decision-Making

- Identifying and defining problems effectively.
- Gathering and analyzing relevant information.
- Generating and evaluating potential solutions.
- Making informed and timely decisions.
- Implementing and evaluating the effectiveness of solutions.

Module 9: Leading Through Change and Transition

- Understanding the dynamics of organizational change.
- Identifying potential resistance to change.
- Communicating the vision and rationale for change effectively.
- Supporting team members through the change process.
- Reinforcing new behaviors and celebrating successes.

Module 10: Developing Emotional Intelligence

- Understanding self-awareness and self-regulation.
- Developing empathy and social awareness.
- Building strong interpersonal relationships.
- Managing emotions effectively in challenging situations.
- Utilizing emotional intelligence to enhance leadership effectiveness.

Module 11: Effective Meeting Management

- Planning and preparing for effective meetings.
- Setting clear agendas and objectives.
- Facilitating productive discussions and decision-making.
- Managing time and ensuring participation from all attendees.
- Documenting action items and following up on outcomes.

Module 12: Fostering Diversity and Inclusion

- Understanding the benefits of a diverse and inclusive workplace.
- Recognizing and addressing unconscious biases.
- Promoting equitable opportunities and treatment.
- Creating an environment where all team members feel valued and respected.
- Leveraging the diverse perspectives and talents within the team.

Module 13: Cultivating a Culture of Continuous Improvement

- Understanding the principles of continuous improvement (e.g., Kaizen).
- Encouraging feedback and suggestions from team members.
- Identifying areas for process improvement and efficiency gains.
- Implementing small, incremental changes for positive impact.
- Celebrating improvements and fostering a mindset of ongoing development.

Module 14: Time Management and Prioritization for Leaders

- Identifying key priorities and managing workload effectively.
- Utilizing time management techniques and tools.
- Avoiding procrastination and managing interruptions.
- Delegating appropriately to optimize personal and team time.
- Balancing strategic thinking with operational responsibilities.

Module 15: Leading Remote and Hybrid Teams

- Adapting communication strategies for virtual environments.
- Building trust and maintaining team cohesion remotely.
- Utilizing technology effectively for collaboration and communication.
- Setting clear expectations and monitoring performance in remote settings.
- Fostering a sense of connection and belonging for remote team members.

Training Methodology

This course employs a blended learning approach incorporating:

- Interactive workshops and discussions
- Practical exercises and case studies
- Role-playing and simulations
- Group activities and collaborative projects
- Individual coaching and feedback sessions

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org **or call** *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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