

Course No. 1767

Mastering Supervisory Skills Training Course

**LEADERSHIP & EXECUTIVE MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP**

DURATION

5 Days

LOCATION

Milan, Italy

DELIVERY

Classroom

DATES

25 – 29 Jan 2027



Scheduled Event Details

CITY	Milan, Italy
DATE	25 – 29 Jan 2027
DELIVERY TYPE	Classroom
COURSE FEE	€6,000

Course Overview

Mastering Supervisory Skills is a practical professional training course designed to strengthen the capabilities of supervisors, first-line managers, and team leaders who are responsible for translating organizational objectives into effective day-to-day performance. The course focuses on the essential skills required to lead people, manage work, solve problems, and maintain high standards of performance.

Participants will develop a stronger understanding of the supervisor's role in planning, organizing, delegating, communicating, monitoring, and improving team performance. The programme combines supervisory principles with practical tools that can be applied immediately in the workplace.

The course also addresses the human side of supervision, including motivation, coaching, feedback, conflict management, employee engagement, accountability, and managing different personalities and working styles. Emphasis is placed on building trust while maintaining clear expectations and professional standards.

Through practical exercises, workplace scenarios, case studies, and role-play activities, participants will strengthen their ability to make sound decisions, manage difficult situations, and lead teams with confidence and professionalism.

Objectives

- By the end of this course, participants will be able to:
- Understand the responsibilities, competencies, and expectations of an effective supervisor.
- Develop practical supervisory skills for managing people and workplace priorities.
- Plan, organize, and coordinate daily team activities effectively.
- Delegate tasks according to employee capabilities, workload, and organizational priorities.
- Communicate expectations clearly and build effective working relationships.
- Monitor employee performance and address performance gaps professionally.
- Apply effective coaching and feedback techniques to improve employee performance.
- Motivate employees and strengthen engagement within the team.
- Manage workplace conflicts and difficult employee situations constructively.
- Improve problem-solving and decision-making capabilities at the supervisory level.
- Manage time, priorities, workload, and competing operational demands.
- Build accountability while maintaining a positive and supportive team environment.
- Strengthen team collaboration, trust, and professional discipline.
- Apply practical techniques for handling pressure and challenging workplace situations.
- Develop a personal action plan for continuous improvement as a supervisor.

Who Should Attend

This course is designed for supervisors, first-line managers, team leaders, section heads, coordinators, foremen, and professionals who have recently moved into supervisory responsibilities or are preparing for a supervisory role.

It is also suitable for experienced supervisors who want to strengthen their leadership, communication, delegation, performance management, coaching, and problem-solving capabilities.

The programme is particularly relevant to organizations in government and public sector, banking and financial services, oil and gas, engineering, construction, manufacturing, healthcare, logistics, telecommunications, utilities, and other large organizations where effective frontline supervision is critical to operational performance.

Learning Outcomes

- Upon successful completion of the course, participants will be able to:
- Define the role of the modern supervisor and distinguish supervision from traditional management.
- Establish clear performance expectations and workplace standards.
- Organize team activities and allocate resources according to priorities.
- Delegate responsibilities effectively while maintaining appropriate control.
- Conduct effective briefings, team meetings, and one-to-one discussions.
- Use active listening, questioning, and communication techniques to improve team relationships.
- Provide constructive feedback and conduct performance conversations professionally.
- Coach employees to improve skills, confidence, and performance.
- Identify and address performance problems at an early stage.
- Apply practical approaches to managing workplace conflict and difficult behaviors.
- Make better day-to-day decisions using structured problem-solving techniques.
- Prioritize tasks and manage time effectively in demanding operational environments.
- Strengthen employee motivation, engagement, teamwork, and accountability.
- Manage pressure while maintaining professional judgment and emotional control.
- Create an individual supervisory development and improvement plan.

Course Outline

DAY 01

The Role of the Effective Supervisor

- Understanding the changing role of the modern supervisor
- Supervisor responsibilities, authority, and accountability
- From technical specialist to people supervisor
- The difference between leadership, management, and supervision
- Understanding organizational objectives and translating them into team priorities
- Setting clear standards, expectations, and responsibilities
- Building credibility, trust, and professional authority

DAY 01 — CONTINUED

- Supervisory ethics and professional conduct
- Common supervisory mistakes and how to avoid them

PRACTICAL APPLICATION

Assessing personal supervisory strengths and development areas

DAY 02

Communication, Delegation & Team Management

- Principles of effective supervisory communication
- Giving clear instructions and communicating expectations
- Active listening and effective questioning
- Conducting effective team briefings and meetings
- Managing communication across different personalities and working styles
- Delegation as a tool for performance and employee development
- Selecting the right task for the right employee
- Establishing accountability after delegation
- Monitoring delegated work without micromanaging
- Building cooperation and teamwork within the department

PRACTICAL APPLICATION

Delegation and supervisory communication role-play

DAY 03

Performance Management, Coaching & Motivation

- Understanding employee performance and performance drivers
- Setting measurable performance expectations
- Monitoring performance and identifying gaps
- Providing constructive feedback
- Conducting difficult performance conversations

DAY 03 — CONTINUED

- Coaching employees for improved performance
- Motivating employees through recognition and meaningful responsibility
- Managing underperformance professionally
- Supporting employee development and capability building
- Creating a culture of accountability and continuous improvement

PRACTICAL APPLICATION

Coaching and performance feedback simulation

DAY 04**Problem-Solving, Conflict Management & Decision-Making**

- Identifying workplace problems and their root causes
- Structured approaches to supervisory problem-solving
- Making effective decisions under operational pressure
- Managing workplace conflict constructively
- Understanding sources of conflict and difficult behavior
- Handling complaints, disagreements, and employee concerns
- De-escalating challenging situations
- Managing stress, pressure, and emotional reactions
- Balancing employee needs with organizational requirements
- Turning workplace problems into improvement opportunities

PRACTICAL APPLICATION

Supervisory case study and conflict-resolution exercise

DAY 05**Supervisory Excellence & High-Performance Teams**

- Building and sustaining high-performing teams
- Creating accountability and ownership

DAY 05 — CONTINUED

- Strengthening employee engagement and collaboration
- Managing priorities, workload, and operational pressures
- Developing employee capabilities through coaching and delegation
- Leading continuous improvement at the supervisory level
- Measuring team performance and identifying improvement opportunities
- Strengthening personal effectiveness and supervisory presence
- Building a professional supervisory leadership style
- Developing a personal supervisory development plan
- Final Integrated Workshop: Developing and presenting a Supervisory Excellence Action Plan

Register or Request More Information

Course page: <https://quest-training.com/courses/mastering-supervisory-skills-training-course>

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