



*Training Course:
Mastering Supervisory Skills*

*5 - 9 October 2026
Milan (Italy)*

Training Course: Mastering Supervisory Skills

Training Course code: PS1083 From: 5 - 9 October 2026 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

Mastering Supervisory Skills is an exciting and interactive program designed to help experienced and second-level supervisors take stock of their roles and to develop the skills and approach they need to perform effectively in the modern organization.

Course Objectives

- Extend their understanding of the supervisor's role and the processes of managing up, down and across the organization
- Develop a strategy for enhancing the effectiveness of their teams
- Develop a strategy to support and develop the performance of each member of their staff
- Review their personal working practices and managerial style

Target Audience

This program is designed for:

- Experienced supervisors and second-line supervisors seeking to enhance their leadership effectiveness.
- Team leaders and middle-level managers responsible for managing multiple teams or departments.
- Supervisors who already have operational experience and want to refine their management and leadership approach.
- Professionals responsible for performance management, coaching, and staff development.
- Managers involved in cross-functional coordination, delegation, and organizational influence.
- Individuals aiming to strengthen strategic supervision, team effectiveness, and continuous improvement practices.
- High-performing supervisors preparing for progression into higher management roles.

Course Outlines

DAY 1 - Programme introduction/The Supervisor's Role and Competences

- Program introduction and objectives
- Action planning
- Roles and responsibilities of the supervisor
- The competency concept - measuring actual behaviors against the model

- Understanding organizational culture and
- Developing a network of relationships and influence

DAY 2 - Delegation and Management Style/Team-Working and Leadership

- Delegation skills and empowerment
- Management style - "situational" & "differential" leadership models
- Group dynamics and team formation
- Conflict and conformity in group situations
- Problem-solving and decision making
- Managing team meetings

DAY 3 - Communication Skills/Managing Performance & Relationships

- Improving communications and relationships
- Dimensions of staff performance
- Practical motivation
- Appraisal - case studies in performance management
- Coaching and developing staff - the skills of on-job training

DAY 4 - Managing Performance & Relationships /Personal Effectiveness &Time Management

- Assertiveness
- People problems and problem people
- Constructive criticism - giving and receiving
- Discipline
- Fundamental principles for time management
- Managing time with other people in mind
- Planning and priority setting
- Interruptions and accessibility
- Understanding stress and managing stressed staff

DAY 5 - Managing change and continuous improvement/action planning

- Concept of continuous improvement
- Improving systems and processes - engaging and enthusing the team
- Creative thinking techniques
- Implementing change
- Influencing skills - making an case and managing the "politics"
- Action planning and program review

Registration form on the Training Course: Mastering Supervisory Skills

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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