



*Conference:  
Mastering Supervisory Skills*

*7 - 11 December 2026  
London (UK)*

## Conference: Mastering Supervisory Skills

Conference code: CO8003 From: 7 - 11 December 2026 Venue: London (UK) - Conference Fees: 6300 € Euro

### Introduction

This program is designed to help supervisors strengthen their leadership and management capabilities in modern organizations. It enables participants to understand their role more clearly, improve team performance, and develop effective working practices that enhance communication, delegation, and decision-making. The course focuses on building practical supervisory skills that support both individual and team development while improving overall organizational effectiveness.

### 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 working practices and managerial style

### Target Audience

This program is designed for:

- Supervisors and second-line supervisors
- Team leaders responsible for managing staff performance
- Experienced supervisors seeking to strengthen leadership skills
- Shift leaders and operational coordinators
- Professionals transitioning into supervisory roles
- Individuals responsible for managing teams, performance, and daily operations

### 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 - 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 4 - 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 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 a case and managing the "politics"
- Action planning and program review

## Registration form on the Conference: Mastering Supervisory Skills

Conference code: CO8003 From: 7 - 11 December 2026 Venue: London (UK) - Conference Fees: 6300 € Euro

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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
Egypt.