



*Training Course:  
Essential Supervisory Skills*

*28 September - 2 October 2026  
Kigali (Rwanda)*

## Training Course: Essential Supervisory Skills

Training Course code: PC9332 From: 28 September - 2 October 2026 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

### Introduction

This course is designed for managers and supervisors seeking to develop essential leadership skills. It combines practical exercises with leadership theory to equip participants with the tools, techniques, and confidence needed to lead teams effectively, handle conflict, and drive performance in any professional environment.

### Course Objectives

By the end of this program, participants will be able to:

- Understand the roles and responsibilities of an effective supervisor and team leader.
- Apply recognized leadership styles to guide teams toward success.
- Communicate effectively with diverse personalities.
- Motivate individuals and teams to achieve high performance.
- Provide constructive feedback and set SMART objectives.
- Resolve conflicts and manage difficult behaviors.
- Delegate tasks efficiently and manage time effectively.
- Coach team members and conduct productive one-to-one meetings.

### Target Audience

- Newly appointed managers and supervisors
- Team leaders seeking to improve leadership skills
- Individuals aspiring to take on supervisory or managerial roles
- Professionals responsible for managing teams or projects

### Course Outline - 5 Days

#### Day 1 - Leadership Foundations

- Defining the roles of Manager, Supervisor, and Team Leader
- Key skills, attributes, and qualities of an effective leader
- Establishing credibility and authority
- Overview of leadership styles and their application

#### Day 2 - Motivating and Managing People

- Techniques to motivate individuals and teams
- Understanding team dynamics
- Handling difficult people and situations Conflict Management
- Delivering feedback effectively

#### Day 3 - Communication Skills

- Adapting communication styles for different personalities
- Effective listening and questioning techniques
- Conducting productive one-to-one meetings
- Influencing and persuading team members

#### Day 4 - Delegation and Time Management

- Principles and techniques of effective delegation
- Organizing tasks and managing workloads
- Time management strategies for supervisors
- Balancing priorities and optimizing productivity

#### Day 5 - Coaching, Performance, and Team Meetings

- Coaching techniques for individual development
- Setting SMART objectives and monitoring performance
- Conducting productive team meetings
- Applying learned skills to real-world supervisory scenarios
- Course review and personal action planning

## Registration form on the Training Course: Essential Supervisory Skills

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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,  
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