



*Training Course:  
Supervisory Skills and Development of leadership*

*15 - 19 March 2027  
Madrid (Spain)*

## Training Course: Supervisory Skills and Development of leadership

Training Course code: PS1156 From: 15 - 19 March 2027 Venue: Madrid (Spain) - Training Course Fees: 5775 € Euro

### Introduction

Effective supervisors can make the difference between the success or failure of a company. Training your supervisors allows you to instill your company mission and values in your leaders, who pass them on to the front-line workers. Take advantage of this opportunity to train your new supervisors and sharpen the skills of your experienced ones. It pays to invest in yourself by attending training to enhance your skills and efficiency.

### Course Objectives

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

- Define the scope, nature, and responsibility of the supervision role and the challenges this role places on them.
- Effectively communicate verbally and non-verbally with others.
- Apply their role as motivators.
- Identify their teamwork style and build an effective team.
- Practice professional techniques in providing positive discipline.
- Use different skills in interpersonal problem-solving and conflict management

### Target Audience

This program is designed for:

- Newly appointed supervisors who are transitioning from operational roles to leadership positions.
- Current supervisors seeking to enhance their managerial and interpersonal skills.
- Team leaders and shift leaders responsible for managing frontline employees.
- Junior to mid-level managers who want to strengthen their supervision and team management capabilities.
- Professionals involved in overseeing daily operations and ensuring team performance and productivity.

### Course Outlines

#### Day 1: Being a Supervisor Today

- Myths about Supervision
- Supervisors Key Tasks

- Essential Skills for Supervisors
- Responsibilities and Challenges
- Problems Supervisors Encounter

#### Day 2: Communicating Effectively

- The Communication Process
- Approaches to Interpersonal Relationships with Employees
- Ten Commandments of Human Relations
- Developing Effective Listening Habits
- The Value of Feedback
- Techniques in Providing Feedback
- Guidelines for Assertive Communication

#### Day 3: Motivating your Workforce

- Definitions of Motivation
- Myths about Motivation
- Motivation and Performance
- Different Workable Motivational Theories
- Building a Motivational Environment

#### Day 4: Working with Teams

- Identifying your Teamwork Style
- Supervisors Involvement with Teams
- Team Process Facilitation
- Obstacles to Effective Teamwork
- Overcoming Obstacles to Effective Teamwork
- Team Decision-Making Procedures

### Orientation and Positive Discipline

- Perceptions During Orientation
- Orientation and Follow Up
- Use of Progressive Disciplinary Practices
- Types of Reinforcement
- Applying Reinforcement Strategies

### Day 5: Creative Interpersonal Problem-Solving

- Interpersonal Problem-Solving Process
- Steps for Interpersonal Problem-Solving
- Encouraging Creative Thinking
- Applying Brainstorming Formats and Mechanics
- Key Conflict Management Skills

## Registration form on the Training Course: Supervisory Skills and Development of leadership

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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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