Essential Leadership and Management Skills for Managers & Supervisors – Course Outline and Schedule

Who Should Attend

- **HR / L&D decision-makers**: Ideal for newly promoted supervisors, team leaders, junior managers, or managers who are still developing confidence in their role.

- **Individual participants**: Perfect for those looking to **step up the career ladder**, lead teams effectively, and build the foundations of leadership credibility.

Why This Program Matters

Transitioning into management is one of the **most challenging career shifts**. Many new managers struggle with:

- Moving from “peer” to “leader”
- Balancing people leadership with task delivery
- Handling underperformance and conflict
- Building trust and credibility with their teams

Without structured development, these challenges can lead to **frustration, disengagement, and even turnover**.

This program equips participants with the **essential leadership and management skills** needed to build confidence, manage teams effectively, and align with organizational goals.

Learning Outcomes

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

- Make the **mindset shift** from individual contributor to confident leader.
- Apply **SMART goals, delegation, and prioritization** to deliver results.
- Use **Situational Leadership** and the **GROW coaching model** to guide and develop staff.
- Give **constructive feedback** and handle difficult conversations professionally.
- Manage team **performance, motivation, and conflict** effectively.
- Build a **high-performance team culture** grounded in accountability and trust.

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Program Highlights (2 Days, 4 Core Modules per Day)

- **Day 1: Leadership Foundations**
    - The Manager as a Leader: Role, mindset, and credibility
    - Setting Direction & SMART Goals
    - Situational Leadership & Coaching (GROW)
    - Communication & Feedback Essentials

  Day 2: Leadership in Action

    - Managing Performance & Underperformance
    - Building High-Performance Teams
    - Conflict Management & Resolution Frameworks
    - Personal Effectiveness & Leadership Action Plan

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Day 1 – Transition & Core Leadership Foundations

Time	Module & Key Topics
9:00 – 10:30	Module 1 – The Manager as a Leader • Manager vs Leader • Shifting Identity: Doer → Enabler • Building Trust & Credibility • Activity: Self-reflection & small-group discussion
10:30 – 12:00	Module 2 – Setting Direction & SMART Goals • Aligning Team & Organizational Goals • SMART Goals & Prioritization • Basics of Delegation • Workshop: Goal-setting & Delegation
12:00 – 1:00	Module 3 (Part 1) – Situational Leadership & Coaching (GROW) • Situational Leadership Model
1:00 – 2:00	Lunch Break
2:00 – 3:30	Module 3 (Part 2) • Choosing the Right Style for Team Maturity • GROW Coaching Model • Role-play: Coaching a Team Member
3:30 – 5:00	Module 4 – Communication & Feedback • Active Listening & Questioning • Giving Constructive Feedback • Handling Difficult Conversations • Role-play: Delivering Feedback in a Tough Situation

Day 2 – Performance & Team Leadership in Action

Time	Module & Key Topics
9:00 – 10:30	Module 5 – Managing Performance & Underperformance • Setting Clear Expectations & Monitoring • Addressing Issues Early • Positive Accountability • Case Study: Handling an Underperformer
10:30 – 12:00	Module 6 – Building High-Performance Teams • Motivation & Empowerment • Psychological Safety & Collaboration • Group Activity: Team Problem-Solving
12:00 – 1:00	Module 7 (Part 1) – Conflict Management • Sources of Conflict • 5-Step Resolution Model
1:00 – 2:00	Lunch Break
2:00 – 3:30	Module 7 (Part 2) • Staying Calm Under Pressure • Role-play: Mediating a Team Conflict
3:30 – 5:00	Module 8 – Personal Effectiveness & Action Plan • Balancing Tasks vs People Management • Time & Energy Management • Leadership Mindset & Accountability • Reflection: 30-Day Leadership Action Plan

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