
Management Excellence – Supervisor Skills

Course Description

This comprehensive program equips supervisors with the leadership, communication, and team management skills necessary to excel in their role. Participants will explore the principles of positive influence, servant leadership, and the 5 Levels of Leadership, while developing self-awareness through DiSC assessments and leadership trait analysis.

Through interactive activities, case studies, and real-world examples, supervisors will learn to build trust, foster team collaboration, and address performance challenges effectively. The course also covers time management, communication strategies, building consensus, improving morale, and overcoming the 5 Dysfunctions of a Team to drive productivity and engagement.

Course Objectives

Develop Core Leadership Skills:

- Understand leadership as influence and the importance of adding value to others
- Apply servant leadership principles to build trust and empower teams
- Identify and strengthen personal leadership traits

Increase Self-Awareness and Adaptability:

- Complete DiSC behavior style assessments for work and home
- Recognize how personal style impacts communication and decision-making

Enhance Team Performance:

- Use consensus-building to gain support and drive buy-in
- Apply the 5 Levels of Leadership to guide team development
- Strengthen accountability, trust, and commitment within teams

Delegate Effectively:

- Create clarity of expectations before giving control
- Ensure competence by providing the training and resources needed for success
- Build confidence in others by balancing support with accountability

Improve Communication and Morale:

- Recognize and interpret non-verbal cues in facial expressions, posture, gestures, and tone
- Apply the 9 Principles of Communication for clarity and connection
- Foster psychological safety and address low morale proactively

Manage Priorities and Results:

- Apply time management techniques to focus on critical objectives
- Reduce distractions and increase productivity through prioritization strategies

Resolve Team Challenges:

- Identify and address the 5 Dysfunctions of a Team with practical actions
- Build and sustain a culture of openness, respect, and shared goals

Training Format Options

- Day 1 covers leadership principles, self-awareness, and communication strategies.

~~Day 2 focuses on team performance, morale, time management, and overcoming common team dysfunctions~~
