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For Training and Development

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Course: Leadership & Management Skills for Supervisors

Code	City	Hotel	Start	End	Price	Language - Hours
690	Yerevan (Armenia)	Hotel Meeting	2025-07-07	2025-07-11	4950 €	En - 25

INTRODUCTION

As professionals are promoted into new positions of more responsibility they discover very quickly that a new set of leadership and management skills are required in addition to the knowledge and task skills gained from their experience in their previous positions. This programme will provide you with the leadership and management skills necessary for success in your position.

In this training session you will learn how to:

- Enhance your leadership and management skills
- Effectively balance the roles of a productive manager
- Motivate and coach your people for effective performance
- Delegate the workload effectively and efficiently

WHO SHOULD ATTEND?

This programme will prove to be a useful and productive resource for all those who are interested in developing their leadership and management skills.

It will be of benefit to:

- Newly promoted members of the management team
- Technical staff planning to transition to a management position



- Supervisors seeking to develop their supervisory skills
- Team leaders interested in further management development
- Managers interested in evaluating their current skill set
- Managers seeking to enhance their managerial skills

PROGRAMME OBJECTIVES

- Recognize the difference between managing and leading
- Develop their skills of managing and leading
- Devise a strategy to help “manage” their boss
- Discover a variety of communication styles to effectively cope with different situations
- Study the art of motivating employees
- Consider methods for conducting effective performance appraisals with their staff
- Create a plan of action to implement in their organization

TRAINING METHODOLOGY

Participants will learn by active participation during the programme through the use of a wide variety of instructional techniques. There will be group exercises to allow for a “hands on” approach to learning. Instructional films will be utilized to present “best practices” approaches. In addition there will be in depth discussion of critical success factors.

PROGRAMME SUMMARY

This programme covers all the essential skills needed by team leaders and managers to be effective in their positions. There will be discussions on the transition from a staff to a managerial position and the obstacles to a successful evolution. The programme will concentrate on the skills required to lead staff, motivate staff, communicate clearly and manage the outcomes expected by higher management within the organization. All



participants will return to their organizations with a developed action plan to implement their learning from the programme into their daily routine at work.

PROGRAMME OUTLINE

DAY 1 - The Role and Responsibility of a Manager

- What is management about?
- The roles of management
- Characteristics of an ideal manager
- Barriers to effective management
- Making effective decisions
- Managing the relationship with your boss

DAY 2 - Communicating and Active Listening

- Examining the different ways we communicate
- Identifying obstacles to communication
- Devising a strategy for effective communication
- Active Listening-what is it?
- Developing active listening skills
- Using the right questions to get the right answers

DAY 3 - Motivating and Coaching your staff

- Theories of Motivation-Maslow, Taylor, Hertzberg
- The manager's role in motivating others
- Achieving the balance in reward vs. punishment
- Developing your coaching skills
- Strengthening you assets
- Dealing with poor performers



DAY 4 - Delegating and Empowering your people

- Obtaining the benefits of delegation
- Overcoming the barriers to delegation
- Delegation as opposed to abdication
- Skills of effective delegation
- Managing authority and responsibility
- Developing a delegation action plan

DAY 5 - The Performance Review

- Setting goals and objectives for your staff
- Conducting the performance review
- Obtaining the benefits of effective appraisal
- Dealing with objective and subjective criteria
- Managing disciplinary action
- Appraising yourself for advancement



The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.