

Leadership & Management Development



3.1 Advanced Supervisory Skills

The programmes within this Management and Leadership pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening in the day-to-day reality of managing people and performance. What is often framed as a need to “upskill managers” typically reveals a deeper challenge – clarity of role, consistency of behaviour, confidence in decision-making or the ability to lead through uncertainty.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how management is currently experienced across your organisation and what kind of development will genuinely change how people lead, support and hold others to account. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Communication, Personal Development, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

Course Overview

Supervisors play a critical role in translating organisational goals into effective day-to-day delivery. This practical one-day programme strengthens the supervisory skills required to guide team performance, manage operational demands and support positive working relationships.

Participants will explore proven techniques for communication, problem-solving and accountability, helping them lead with confidence and maintain productivity across their team.

Who Should Attend

Supervisors and team leaders who want to:

- Strengthen confidence in supervisory responsibilities
- Improve communication and collaboration within their team
- Support consistent task delivery and performance standards
- Contribute positively to team culture and morale
- Applicable across all operational and business environments.

Context

Supervisors play a vital role in shaping daily working life. They translate expectations into action and create the environment where people feel supported to perform. Yet many step into supervisory roles without fully understanding the impact of their behaviour on trust, wellbeing and results. Strong supervision requires confidence, fairness and the ability to help others succeed.

At Expleo we help supervisors build the self-awareness and communication skills that underpin credible leadership. This programme strengthens their ability to guide performance, maintain positive working relationships and ensure tasks are delivered with quality and consistency.

How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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Course Objectives

By the end of this programme participants will be able to:

- Describe the key responsibilities of an effective supervisor
- Communicate expectations clearly to team members
- Provide guidance and support in challenging situations
- Strengthen accountability and follow-through
- Identify performance issues early and take appropriate action
- Demonstrate professional behaviour that supports a positive team environment

Course Outline

1. The Supervisor Role

- Core responsibilities and expectations
- Contributing to team and organisational success

2. Communication Skills for Supervisors

- Clear instruction and active listening
- Building rapport and trust with team members

3. Managing Tasks and Priorities

- Planning workload to meet operational demands
- Supporting team focus and productivity

4. Guiding and Supporting Team Performance

- Providing direction and constructive feedback
- Encouraging ownership and accountability

5. Handling Challenges Confidently

- Early intervention strategies
- Maintaining professionalism during difficult interactions

6. Team Culture and Positive Behaviours

- Leading by example
- Reinforcing shared values and respectful communication

Training Methodology

Interactive and practical learning including:

- Real supervisory scenarios
- Small-group discussion and problem-solving
- Skills practice with facilitator feedback
- Tools and templates to support application back in the workplace

Participants will leave with increased confidence and a stronger toolkit to support the success of their team.

Contact

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