Leadership Development for Supervisors and Team Leaders

25 October – 5 November 2027
Addis Ababa

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Overview

Leadership Development for Supervisors and Team Leaders is a two-week intermediate course for supervisors and team leaders who were promoted for technical results and now lead through others, and participants leave with a Supervisor Leadership Action Plan. Many new supervisors keep doing the work themselves, delegate too little and avoid difficult performance conversations. The course moves participants from doing to leading through Situational Leadership, delegation briefings, on-the-job coaching, feedback conversations, team motivation and conflict handling, practiced on real team situations. Agile Leaders Training Center delivers this leadership development course for supervisors.

Who Should Attend

- Frontline supervision roles responsible for daily output, shift coverage and quality in operations, service or production teams
- Team leadership roles responsible for coordinating a small group while still carrying part of the technical work
- Newly promoted supervisory roles responsible for leading former peers after a move from specialist work
- Site and project coordination roles responsible for directing crews or contractors with limited formal authority
- Talent development roles responsible for preparing high-potential employees for first supervisory positions

The course assumes participants already supervise a small team or are about to, and leaves out executive strategy, organizational design and HR policy drafting.

Departments and Industries

The course supports departments and industries where supervisors and team leaders turn daily plans into team output.

- Operations, maintenance and production departments in manufacturing and energy
- Customer service, contact center and branch teams in banking and retail
- Nursing, patient services and support departments in healthcare
- Site, logistics and warehouse teams in construction and supply chain
- Administrative and service units in public-service organizations

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Learning Objectives

By the end of this course, participants will be able to:

- Apply Situational Leadership to match supervisory style to each team member's readiness
- Use delegation briefings and check-ins to transfer work without micromanagement
- Build on-the-job coaching plans and one-to-one routines for team members
- Analyze performance gaps and conduct structured feedback conversations
- Diagnose team conflict and select a proportionate supervisor intervention
- Build a Supervisor Leadership Action Plan for the return to work

Course Agenda

Day 1: From Doing to Leading

- Individual Contributor to Supervisor Transition Map
- Supervisor Role and Responsibility Charter
- Leadership Time Allocation Audit
- Personal Leadership Style Self-Assessment
- On-the-Job Leadership Practice Plan

Day 2: Leading with Situational Leadership

- Situational Leadership Readiness Diagnosis
- Leadership Style Matching Grid
- Adair Action-Centred Leadership: Task, Team and Individual Needs
- Team Member Capability and Commitment Profile
- Supervisor Credibility and Trust-Building Checklist

Day 3: Delegation That Builds Capability

- Delegation Readiness and Task Selection Matrix
- Delegation Briefing Template: Context, Authority and Deadlines
- Accountability Check-In Schedule Without Micromanagement
- Delegation Risk and Support Log
- Development-Linked Task Assignment Plan

Day 4: Setting Expectations and Team Routines

- Team Goal and Expectation Agreement
- Workload Balance and Shift Planning Board
- Team Performance Indicator Board
- Daily Team Huddle Agenda
- Standard Work and Quality Review Routine

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Day 5: Coaching on the Job

- On-the-Job Coaching Plan Template
- Side-by-Side Observation Checklist
- Coaching Question Bank for Supervisors
- One-to-One Meeting Structure
- Skills Gap and Development Tracker

Day 6: Feedback and Performance Conversations

- Behavior-Based Feedback Preparation Sheet
- Recognition and Positive Reinforcement Log
- Underperformance Conversation Planner
- Performance Improvement Agreement
- Role-Play: Difficult Performance Conversation Scenarios

Day 7: Motivating the Team

- Team Motivation Drivers Survey
- Engagement Conversation Guide
- Team Recognition Routine Calendar
- Morale and Workload Warning-Sign Checklist
- Team Charter and Working Agreement

Day 8: Managing Team Conflict

- Conflict Type and Source Diagnosis
- Supervisor Conflict Intervention Ladder
- Mediation Meeting Script for Team Disputes
- Escalation Decision Guide for Peer Tension
- Post-Conflict Team Agreement Template

Day 9: Communicating Up, Down and Across

- Upward Status Report and Escalation Template
- Change Briefing Outline for Frontline Teams
- Cross-Shift and Cross-Team Handover Checklist
- Team Problem-Solving Huddle Record
- Supervisor Decision Log

Day 10: Practice Supervisory Leadership

- Exercise: Diagnose Team Readiness and Select a Leadership Style
- Exercise: Delegate a Task with a Delegation Briefing
- Exercise: Run a Coaching One-to-One and a Feedback Conversation
- Exercise: Mediate a Team Dispute with the Intervention Ladder
- Capstone: Supervisor Leadership Action Plan

Practical Exercises

The course uses suggested activities based on operations, customer service, healthcare and site-team scenarios.

- Suggested activity: map a supervisor's week and mark tasks to delegate, coach or stop.
- Suggested activity: brief a delegated task with context, authority, deadlines and check-in points.
- Suggested activity: role-play a performance conversation with an underperforming team member and agree next steps.
- Suggested activity: diagnose a team dispute and plan a mediation meeting.

FAQs

Who suits leadership development for supervisors and team leaders, and what does it assume?

Frontline supervisors, team leaders and newly promoted specialists who lead small teams suit the course. It assumes participants already supervise people or are about to, and it does not cover executive strategy or HR policy design.

How does leadership training for supervisors differ from senior leadership development?

Leadership training for supervisors focuses on daily team leadership: delegating, coaching, giving feedback, motivating and settling conflict close to the work. Senior leadership development addresses strategy, influence with executives and organization-wide change.

How should a new supervisor delegate without micromanaging?

A new supervisor selects tasks by team member readiness, briefs context, authority and deadlines clearly, agrees check-in points in advance and reviews results at those points rather than watching every step.

How does Situational Leadership help supervisors lead team members?

Situational Leadership helps supervisors adjust how much direction and support they give each team member, based on that person's competence and commitment for the task in hand, instead of using one style for everyone.

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Conclusion

Participants take back a Supervisor Leadership Action Plan containing a delegation map, team readiness profiles, a coaching and one-to-one schedule, feedback conversation plans and a conflict intervention guide. It shifts the supervisor's week from doing the team's work to developing the people who do it. The plan sets the routines each supervisor applies with the team from the first week back.