

# Supply Chain Leadership and Team Performance Training Course

29 March – 2 April 2027
Amsterdam

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**Ref:** 1789_234416 **Date:** 29 March – 2 April 2027 **Location:** Amsterdam **Fees:** 5700 Euro

## Overview

Supply Chain Leadership and Team Performance Training Course is a one-week intermediate course for supply chain, logistics, procurement, warehouse, transport, and operations leaders who leave with a Supply Chain Team Leadership Playbook. The course addresses fragmented priorities, slow escalation, weak accountability, and strained cross-functional relationships through practical leadership routines, decision tools, coaching structures, and disruption scenarios. Agile Leaders Training Center delivers this course on supply chain leadership and team performance.

## Who Should Attend

- Teams responsible for coordinating end-to-end supply-chain activities
- Functions responsible for procurement, sourcing, and supplier relationships
- Teams responsible for warehousing, inventory, distribution, and fulfilment
- Functions responsible for logistics, transport, planning, and operations
- Project and functional teams responsible for supply-chain interfaces

The course assumes participants have operational experience and responsibility for people, stakeholders, decisions, or performance, and leaves out technical supply-chain fundamentals, employment law, and executive strategy.

## Departments and Industries

The course supports leadership across interconnected supply-chain functions and sectors where service, cost, risk, and people decisions must remain aligned.

- Supply chain, procurement, logistics, planning, and operations
- Warehousing, inventory control, transport, distribution, and fulfilment
- Manufacturing, retail, healthcare, energy, construction, and public services
- Food, hospitality, pharmaceuticals, aviation, maritime, and technology
- Finance, commercial, quality, customer service, and project interfaces

## Learning Objectives

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

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- Diagnose leadership demands across supply-chain interfaces.
- Align teams around priorities, roles, service outcomes, and measures.
- Use communication, influence, and stakeholder-management routines.
- Coach performance, manage conflict, and strengthen accountability.
- Make structured decisions during disruption and operational pressure.
- Lead change and build a 90-day supply-chain leadership plan.

## Course Agenda

### Day 1: Operational Leadership Across the Supply Chain

- Supply-Chain Leadership Context and Interface Map
- Leadership Style and Situational Response Diagnostic
- End-to-End Priorities, Trade-offs, and Outcome Alignment
- Role Clarity, Decision Rights, and Accountability Matrix
- Leadership Rhythm and Team Operating Charter

### Day 2: Communication, Influence, and Stakeholder Alignment

- Cross-Functional Communication Planning Canvas
- Stakeholder Interest, Influence, and Commitment Map
- Briefing, Listening, Questioning, and Feedback Practice
- Supplier and Internal-Partner Influence Strategy
- Escalation Path and Difficult-Conversation Planner

### Day 3: Team Performance, Coaching, and Conflict

- Team Performance Expectations and Behaviour Standards
- Performance Dialogue and Coaching Conversation Guide
- Delegation, Follow-Through, and Accountability Tracker
- Conflict Source, Impact, and Resolution Worksheet
- Psychological Safety and Continuous-Improvement Check

### Day 4: Decision-Making, Risk, and Resilience

- Operational Decision Frame and Evidence Checklist
- Service, Cost, Quality, Time, and Risk Trade-off Matrix
- Disruption Triage and Response-Team Structure
- Scenario Planning and Contingency Decision Table
- After-Action Review and Learning Capture

## Day 5: Change Leadership and Applied Integration

- Change Impact and Readiness Assessment
- Resistance, Commitment, and Engagement Plan
- Exercise: Lead a Cross-Functional Performance Review
- Exercise: Direct a Supply-Chain Disruption Response
- Capstone Exercise: Build the Supply Chain Team Leadership Playbook and 90-Day Plan

## Practical Exercises

The course uses suggested activities drawn from procurement, planning, warehousing, transport, and distribution interfaces.

- Suggested activity: align procurement, planning, warehouse, and transport priorities after a service failure.
- Suggested activity: conduct a coaching conversation using evidence, expectations, questions, and follow-up actions.
- Suggested activity: resolve an escalation between a supplier, an operations team, and an internal customer.
- Suggested activity: lead a disruption simulation and document decisions, owners, communications, and lessons.

## FAQs

### Who is supply chain leadership training designed for?

Supply chain leadership training is designed for managers and team leaders who coordinate people, decisions, stakeholders, and performance across procurement, planning, warehousing, logistics, transport, and distribution.

### How does supply chain leadership training differ from general leadership training?

Supply chain leadership training places leadership tools inside operational situations, including service-cost trade-offs, supplier interfaces, cross-functional handoffs, disruption response, and performance escalation.

### What is included in the Supply Chain Team Leadership Playbook?

The playbook combines an interface map, operating charter, stakeholder plan, communication routines, coaching guide, accountability tracker, decision matrix, disruption structure, change plan, and 90-day priorities.

### Does supply chain leadership training cover resilience leadership?

Supply chain resilience leadership is practised through scenario planning, disruption triage, decision rights, response-team coordination, communication, contingency choices, and after-action learning.

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## Conclusion

Participants take back a Supply Chain Team Leadership Playbook and a 90-day implementation plan. The playbook connects operational leadership, cross-functional communication, stakeholder influence, team performance coaching, supply chain decision making, supply chain resilience leadership, change leadership, and measurable follow-through. It changes disconnected leadership practices into a defined operating rhythm with owners, decisions, evidence, and review points.