Developing Leadership and Management Skills for New Supervisors Training Course



08 - 12 Nov 2026

Amman

3800 € (Per Person)

Ref: #MA1858_202280

Course Introduction / Overview:

This comprehensive Developing Leadership and Management Skills for New Supervisors Training Course, offered by BIG BEN Training Center, is meticulously designed to equip new supervisors and emerging leaders with the essential competencies required to excel in their roles. In today's dynamic business environment, effective leadership and management training are not just beneficial but crucial for organizational success and employee engagement. This program delves into the core principles of leadership development, emphasizing practical skills such as effective communication, strategic decision making, and team management. Participants will learn to navigate common supervisory challenges, foster a positive work environment, and drive team performance. Drawing inspiration from seminal works like Peter Drucker's "The Effective Executive," which highlights the importance of managerial effectiveness and productivity, this course provides a robust framework for understanding and applying leadership fundamentals. It covers critical areas including performance coaching, conflict resolution strategies, and delegation techniques, ensuring that new leaders are well-prepared to lead with confidence and competence. BIG BEN Training Center is committed to delivering high-impact learning experiences that translate directly into improved leadership capabilities and organizational outcomes, making this an indispensable program for anyone stepping into a supervisory role or aiming for managerial excellence.

Target Audience / This training course is suitable for:

- New Supervisors.
- Team Leaders.
- Aspiring Managers.
- Project Coordinators.
- Department Heads.
- Emerging Leaders.
- First-Line Managers.
- Junior Executives.
- High-Potential Employees.

Target Sectors and Industries:

- Manufacturing and Production.
- Healthcare and Pharmaceuticals.
- Information Technology and Software Development.
- Financial Services and Banking.
- Retail and E-commerce.

- Hospitality and Tourism.
- Telecommunications.
- Logistics and Supply Chain.
- Government Agencies and Public Sector Organizations.
- Non-Profit Organizations.
- Education and Academia.
- Energy and Utilities.
- Construction and Engineering.
- Consulting Services.
- Media and Entertainment.

Target Organizations Departments:

- Operations Department.
- Human Resources Department.
- Sales and Marketing Department.
- Customer Service Department.
- Project Management Office.
- Information Technology Department.
- Finance Department.
- Research and Development Department.
- Administration Department.
- Production Department.
- Quality Assurance Department.
- Supply Chain Department.

Course Offerings:

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

- Apply fundamental leadership principles to guide and motivate teams effectively.
- Develop strong communication skills for clear direction and constructive feedback.
- Implement effective delegation techniques to optimize team productivity and growth.
- Master conflict resolution strategies to foster a harmonious work environment.
- Utilize performance coaching methods to enhance individual and team capabilities.
- Practice strategic decision making to address complex challenges and opportunities.
- Build and maintain high-performing teams through engagement and collaboration.
- Understand and apply emotional intelligence in leadership for improved interpersonal relations.
- Manage change effectively within their teams and departments.
- Develop personal accountability and ethical leadership practices.

Course Methodology:

BIG BEN Training Center employs a highly interactive and practical methodology for this Developing Leadership and Management Skills for New Supervisors Training Course, ensuring maximum engagement and knowledge retention. Our approach integrates a variety of learning techniques designed to cater to diverse learning styles and promote active participation. The course heavily relies on real-world case studies, allowing participants to analyze complex scenarios and apply theoretical concepts to practical situations, thereby enhancing their strategic decision making and problem-solving skills. Extensive group discussions and teamwork activities encourage collaborative learning, enabling participants to share experiences, perspectives, and best practices in team management and leadership development. Role-playing exercises provide a safe environment to practice new communication skills, delegation techniques, and conflict resolution strategies, building confidence and competence. Interactive sessions, including workshops and simulations, are central to our methodology, offering hands-on experience in areas such as performance coaching and employee engagement. Continuous feedback mechanisms, both from instructors and peers, are integrated throughout the course, providing participants with valuable insights into their leadership styles and areas for improvement. This comprehensive methodology ensures that participants not only acquire theoretical knowledge but also develop the practical skills necessary for immediate application in their supervisory roles, fostering managerial excellence.

Course Agenda (Course Units):

Unit One: Foundations of Leadership and Management

- Understanding the Role of a Supervisor and Leader.
- Transitioning from Individual Contributor to Leader.
- Key Leadership Styles and Their Application.
- Developing a Personal Leadership Philosophy.
- Setting Clear Expectations and Goals.
- Building Trust and Credibility with Your Team.
- Ethical Leadership and Professional Conduct.

Unit Two: Effective Communication and Interpersonal Skills

- Mastering Verbal and Non-Verbal Communication.
- Active Listening and Empathetic Responses.
- Providing Constructive Feedback and Recognition.
- Facilitating Effective Team Meetings.
- Managing Difficult Conversations.
- Cross-Cultural Communication in the Workplace.
- Building Strong Professional Relationships.

Unit Three: Team Development and Performance Management

- Recruiting, Onboarding, and Retaining Talent.
- Delegation Skills for Empowerment and Efficiency.
- Motivating and Engaging Your Team.
- Performance Coaching and Mentoring.
- Conducting Performance Reviews.
- Addressing Underperformance and Disciplinary Actions.
- Fostering a Culture of Accountability and High Performance.

Unit Four: Problem Solving and Decision Making

- Identifying and Analyzing Workplace Problems.
- Creative Problem-Solving Techniques.
- Strategic Decision-Making Frameworks.
- Risk Assessment and Mitigation.
- Time Management and Prioritization for Leaders.
- Managing Stress and Building Resilience.
- Innovation and Continuous Improvement.

Unit Five: Leading Change and Conflict Resolution

- Understanding the Dynamics of Change.
- Leading Your Team Through Organizational Change.
- Strategies for Managing Resistance to Change.
- Identifying Sources of Conflict.
- Conflict Resolution Strategies and Negotiation Skills.
- Building a Collaborative and Inclusive Team Environment.
- Developing Future Leaders and Succession Planning.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can emerging leaders effectively balance the immediate demands of their supervisory role with the long-term strategic vision necessary for organizational growth and personal leadership development.

What unique qualities does this course offer compared to other courses?

This Developing Leadership and Management Skills for New Supervisors Training Course distinguishes itself through its highly practical, application-focused approach, moving beyond theoretical concepts to provide actionable strategies for immediate impact. Unlike many programs that offer generic leadership development, this course is specifically tailored to the unique challenges faced by new supervisors and emerging leaders, ensuring relevance and direct applicability. BIG BEN Training Center emphasizes a blend of proven management training methodologies with contemporary insights into team management and employee engagement. We integrate real-world case studies and interactive simulations that mirror actual workplace scenarios, allowing participants to practice effective communication, strategic decision making, and conflict resolution strategies in a safe, controlled environment. The curriculum is designed to foster not just skill acquisition but also a profound understanding of leadership fundamentals and personal accountability. Our focus on performance coaching and delegation techniques empowers participants to not only manage their teams but also to develop their team members, fostering a culture of continuous improvement. This course prioritizes insights and practical examples over mere tools, ensuring that participants develop a robust leadership mindset and the managerial excellence required to drive their teams and organizations forward. It is a comprehensive journey designed for tangible leadership growth and sustained organizational success.