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COURSE BROCHURE

Managing and Leading Teams Training Course for Supervisors

31 January – 4 February 2027
Kuala Lumpur

Managing and Leading Teams Training Course for Supervisors

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Managing and Leading Teams is a 1-week training course for supervisors, team leaders and newly promoted managers who must turn a group of individuals into a working unit, and who leave with a Team Operating Charter covering purpose, roles, delegation and rhythm. Supervisors now carry more of the load once held by middle layers, so their daily habits shape output, retention and trust. Jupiter Prime Training runs this course on Managing and Leading Teams.

Why Managing and Leading Teams Matters Now

Flatter structures, hybrid working and a workforce that expects regular conversation with its supervisor have moved team leadership from an occasional duty to a daily craft. Frontline staff judge an organisation largely by the person they report to, and senior leaders depend on supervisors to translate priorities into shift plans, rosters and weekly targets. A team led well keeps its people, solves its own problems and escalates the right issues; one led poorly loses talent and hides problems until they grow. The course draws on Tuckman's stages of group development, the RACI responsibility matrix and situational leadership thinking.

Who Gains Most from Managing and Leading Teams

- Supervisors responsible for shift output, rosters and frontline quality
- Team leaders who coordinate specialists without formal line authority
- Newly promoted managers moving from doing the work to organising it
- Project coordinators who assemble temporary teams for defined deliverables
- Section heads who oversee several small crews across locations

Operations, service and maintenance units gain most when two or three supervisors attend together and agree one shared approach to handovers, meetings and feedback.

Managing and Leading Teams Capabilities

Participants practise the routines a supervisor uses every week, from allocating work to settling friction, and test them on cases from field operations and customer service.

- Define a team purpose statement and clear role boundaries — for the manager who sets priorities
- Apply a delegation ladder to match tasks with readiness — for the team member gaining autonomy
- Design a meeting cadence of huddles, reviews and one-to-ones — for the team that needs predictable contact
- Communicate feedback using a situation, behaviour and impact structure — for the colleague whose performance must shift
- Assess the source of team conflict and choose a resolution style — for the peers whose cooperation is at risk
- Build a small scoreboard of leading and lagging indicators — for the senior leader who tracks unit results

Key Managing and Leading Teams Terms

- Team charter — a short agreed document stating why the team exists, how it works and how members hold each other to account.
- RACI matrix — a grid showing who is responsible, accountable, consulted and informed for each task or decision.
- Delegation ladder — a scale of authority levels, from gathering facts to acting independently, used to hand over work safely.
- Psychological safety — a shared belief that a team member can raise mistakes, questions or concerns without fear of embarrassment.
- Huddle — a brief standing meeting at the start of a shift or week to align priorities and flag obstacles.
- Leading indicator — a measure that signals future results early, such as backlog age, rather than reporting outcomes already achieved.

Managing and Leading Teams Day by Day

Day 1: The Supervisor's Role and Team Purpose

- Shift From Individual Contributor — Where Supervisor Time Should Now Go
- Tuckman's Stages of Group Development — Reading Where the Team Stands
- Team Purpose Statement — Linking Daily Tasks to Unit Priorities
- Stakeholder Map Around the Team — Whose Expectations Shape the Workload
- Supervisor Credibility Audit — Building Trust With Former Peers

Day 2: Roles, Delegation and Accountability

- RACI Responsibility Matrix — Ending Overlaps and Gaps in Ownership
- Delegation Ladder Levels — Matching Authority to Member Readiness
- Situational Leadership Styles — Directing, Coaching, Supporting or Delegating
- Task Briefing Template — Setting Scope, Standard and Deadline Clearly
- Follow-Up Checkpoints — Monitoring Delegated Work Without Micromanaging

Day 3: Team Rhythm and Communication

- Shift Huddle Structure — Aligning Priorities in Fifteen Minutes
- Weekly Review Agenda — Deciding Actions Instead of Reporting Status
- One-to-One Conversation Guide — Spotting Concerns Before They Escalate
- Handover Notes Between Shifts — Protecting Continuity and Quality
- Hybrid Team Communication Norms — Choosing Channels for Each Message

Day 4: Feedback, Conflict and Trust

- Situation Behaviour Impact Feedback — Correcting Performance Without Blame
- Recognition Practices — Reinforcing Behaviours the Team Needs
- Thomas-Kilmann Conflict Modes — Choosing How to Settle Friction
- Psychological Safety Signals — Encouraging Members to Raise Problems Early
- Underperformance Conversation Plan — Agreeing Support and Clear Consequences

Day 5: Practising the Team Operating Charter

- Team Scoreboard Design — Selecting Leading and Lagging Indicators
- Role Clarity Exercise — Applying the RACI Matrix to a Live Case
- Meeting Cadence Simulation — Running Huddle, Review and One-to-One
- Difficult Conversation Rehearsal — Combining Feedback and Conflict Methods
- Team Operating Charter — Completing Purpose, Roles, Rhythm and Measures

Applying Managing and Leading Teams After the Course

- Run a role clarity session using the RACI matrix with the team and publish the agreed ownership grid.
- Introduce a weekly huddle and monthly one-to-ones, then review the scoreboard indicators with the team after four weeks.

Managing and Leading Teams Questions FAQ

What is managing and leading teams, and why does it matter now?

Managing and leading teams is the daily practice of organising work, people and communication so a group delivers reliably. It matters now because flatter structures and hybrid working place more of that responsibility on supervisors, whose habits directly shape output and staff retention.

Which roles gain most from managing and leading teams training?

Supervisors, team leaders and newly promoted managers gain most. They hold daily responsibility for allocating tasks, holding conversations and keeping a crew focused, often without previous preparation for moving from technical work to leading others.

How does managing and leading teams training differ from a course on leading managers?

It focuses on the first layer of leadership: one team, its members and its weekly rhythm. A course on leading managers deals with several layers, span of control and developing supervisors, which suits more senior leaders.

What do you bring back from managing and leading teams training?

You bring back a finished charter for your own team, covering its purpose, role ownership, delegation levels, meeting cadence and a small set of indicators, ready to discuss with your team and your own manager.

Managing and Leading Teams: The Way Forward

The Team Operating Charter gives a supervisor one agreed reference for purpose, ownership, rhythm and measures. Its first use is deciding which tasks move up the delegation ladder, and both the supervisor and the team members use it in weekly reviews. After a full quarter, the charter is worth revisiting to test whether the meeting cadence and indicators still fit the work.