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COURSE BROCHURE

Peer-to-Supervisor Transition and Leadership Training Course

13 – 17 September 2027
New York

Peer-to-Supervisor Transition and Leadership Training Course

Ref: 1429_53298 **Date:** 13 – 17 September 2027 **Location:** New York **Fees:** 7900 GBP

Peer-to-Supervisor Transition is a 1-week training course for first-line supervisors and newly promoted team leaders who now lead colleagues they once worked beside, and it produces a supervisory action plan for their own team. Organisations promote strong individual performers every year, yet the shift from friend and co-worker to the person who allocates tasks and addresses underperformance is where many stall. Jupiter Prime Training offers this course on the Peer-to-Supervisor Transition.

Why Peer-to-Supervisor Transition Matters Now

Three groups shape this moment: former peers who test new boundaries, senior managers who expect output to rise rather than dip, and the new supervisor whose identity is still tied to being the best technician. Handled well, the transition keeps experienced staff, spreads expertise and frees the supervisor for planning; handled badly, it produces favouritism complaints, quiet resignations and a supervisor who keeps doing the work alone. The course draws on Situational Leadership, the GROW coaching model, the Situation-Behaviour-Impact SBI feedback model and the RACI responsibility matrix.

Who Gains Most from Peer-to-Supervisor Transition

- Specialists recently promoted to lead the colleagues they previously worked alongside
- Shift or section leads who now assign daily tasks and approve leave
- Acting supervisors covering a vacancy who must hold authority without a title change
- Senior technicians who coach juniors and are being prepared for a supervisory post
- Team leaders in service desks or clinics who handle first-level performance issues

An operations or customer service department gains most when its newly promoted supervisors attend as a group and build shared ground rules.

Peer-to-Supervisor Transition Capabilities

Participants trade the habits of a strong individual contributor for the routines of someone accountable for others' output.

- Assess which tasks to keep, delegate or drop using a delegation grid — for the supervisor's own workload
- Specify roles with a RACI matrix and clear work allocation — for team members and their manager
- Apply Situational Leadership to match direction and support to each person — for individual development
- Communicate the new role and boundaries to former peers — for trust within the team
- Design coaching conversations with the GROW model — for skill growth on the job
- Address underperformance with SBI feedback and a written improvement note — for the line manager and HR partner

Key Peer-to-Supervisor Transition Terms

- Role Boundary — the line between friendly collegial contact and the decisions a supervisor must take impartially.
- Delegation Grid — a matrix sorting tasks by urgency and the skill needed, to decide what to hand over.
- RACI Matrix — a chart showing who is Responsible, Accountable, Consulted and Informed for each task.
- Situational Leadership — a model matching directing or supporting behaviour to a person's competence and commitment for a task.
- GROW Model — a coaching sequence of Goal, Reality, Options and Will used in short development conversations.
- SBI Feedback — describing the Situation, the Behaviour observed and its Impact, without judging personality.

Peer-to-Supervisor Transition Day by Day

Day 1: Stepping Into the Supervisor Role

- Identity Shift Mapping — Letting Go of the Expert Doer Habit
- Role Boundary Charter — Redefining Relationships With Former Peers
- Stakeholder Expectations Check — Aligning With the New Manager
- Supervisor Time Audit — Separating Doing From Leading
- First Team Meeting Script — Announcing Priorities and Ground Rules

Day 2: Delegation and Work Allocation

- Delegation Grid — Choosing Tasks to Hand Over First
- RACI Matrix — Clarifying Ownership Across the Team
- Skills Inventory — Matching Assignments to Current Ability
- Fair Rota and Workload Balance — Avoiding Favouritism Perceptions
- Delegation Briefing Checklist — Setting Outcome, Limits and Check-Ins

Day 3: Coaching Former Colleagues

- Situational Leadership — Adjusting Direction and Support per Person
- GROW Coaching Model — Running Ten-Minute Development Conversations
- Questioning and Listening Drills — Drawing Out Solutions From Staff
- On-the-Job Demonstration Method — Transferring Technical Know-How
- Recognition Practices — Reinforcing Progress Without Playing Favourites

Day 4: Performance and Difficult Moments

- SBI Feedback Model — Raising Concerns About Specific Behaviour
- Underperformance Diagnosis — Separating Skill, Will and System Causes
- Improvement Note Drafting — Recording Expectations and Review Points
- Conflict Between Team Members — Mediating Peer Disputes Impartially
- Escalation Route Mapping — Knowing When to Involve HR or Management

Day 5: Practising the Supervisory Action Plan

- Role Boundary Rehearsal — Applying the Charter in Peer Scenarios
- Delegation Simulation — Allocating a Live Workload With RACI
- Coaching and Feedback Role-Plays — Combining GROW and SBI
- Personal Leadership Commitments — Selecting Three Habits to Build
- Final Supervisory Action Plan — Priorities, Delegation and Coaching Schedule

Applying Peer-to-Supervisor Transition After the Course

- Hold a team meeting that presents the role boundary charter and a RACI matrix for the main recurring tasks.
- Run a GROW coaching conversation with each direct report within four weeks and log one agreed development action per person.

Peer-to-Supervisor Transition Questions FAQ

What is the peer-to-supervisor transition and why does it matter now?

The peer-to-supervisor transition is the shift from working alongside colleagues to leading them. It matters now because organisations promote from within to keep expertise, and a poorly handled move costs both the new supervisor's credibility and the team's output.

Which roles gain most from peer-to-supervisor transition training?

Newly promoted team leaders, acting supervisors and senior technicians being prepared for supervision gain most, whether in a plant, a contact centre or a hospital ward.

How does peer-to-supervisor transition training differ from a general supervisory skills course?

It focuses on the first months of leading former peers: redrawing boundaries, delegating fairly and handling the first performance conversation. A general supervisory skills course covers routines for experienced supervisors across a longer span.

What do you bring back from peer-to-supervisor transition training?

You bring back an action plan for your own team, with a boundary charter, a delegation grid, a RACI matrix and a coaching schedule ready to use from your first week back.

Peer-to-Supervisor Transition: The Way Forward

The supervisory action plan sets out what the new supervisor will stop doing, hand over and coach in the coming months. Its first decision is which tasks move to which team member. The supervisor and their manager review it together, and after the first month the role boundaries and delegation choices deserve a second look in light of the team's response.