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COURSE BROCHURE

Core Leadership and Supervisory Competencies Training Course

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Amsterdam

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Registered in the United Kingdom and Saudi Arabia

Core Leadership and Supervisory Competencies Training Course

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Core Leadership and Supervisory Competencies is a 1-week training course for new and aspiring first-line supervisors who must set direction, delegate, motivate a crew and hold performance conversations, and it ends with a Supervisor Competency Development Plan. Organisations promote strong individual contributors faster than ever, and a supervisor who stays a peer rather than a leader stalls output and morale. Jupiter Prime Training delivers this course on core leadership and supervisory competencies.

Why Leadership and Supervisory Competencies Matter Now

Three forces shape the first-line supervisor's role today. Flatter structures push decisions down to shift and section level, so supervisors decide more without a manager nearby. Mixed crews of permanent, contract and remote staff expect clear goals and fair recognition. An organisation that builds these competencies early keeps its best technicians; one that leaves new supervisors to learn alone sees quiet disengagement and avoidable turnover. The course rests on situational leadership, behavioural feedback models and goal-setting practice described in general terms.

Who Gains Most from Leadership and Supervisory Competencies

- People recently promoted from within a crew who now allocate shifts, tasks and overtime
- Senior technicians and specialists preparing to take charge of a section or line
- Shift leads responsible for handovers, rosters and daily output targets
- Front-desk and service-floor coordinators who direct colleagues without a formal title
- Project crew chiefs who set priorities for small field or site teams

Operating units that send several new supervisors together gain a shared supervisory language.

Leadership and Supervisory Competencies Capabilities

Participants move from doing the work to organising others to do it.

- Translate unit targets into clear crew goals and shift priorities — section manager
- Delegate tasks by matching readiness, authority and follow-up — crew member
- Apply motivation drivers to recognition and job design choices — retention decisions
- Deliver behavioural feedback that names actions, impact and next steps — individual performer
- Conduct a structured performance conversation on missed standards — human resources partner
- Reset boundaries with former peers while keeping trust — wider crew

Key Leadership and Supervisory Competencies Terms

- Span of control — the number of people a supervisor directs, which shapes how much coaching time each receives.
- Delegation ladder — a scale of authority levels, from "look into it" to "act and inform", agreed before a task is handed over.
- Readiness level — a judgement of a person's skill and willingness for a specific task, used to choose a leadership style.
- Behavioural feedback — feedback that describes an observed action and its effect rather than a personality trait.
- Performance gap — the measurable difference between the agreed standard and what a crew member currently delivers.
- Peer-to-supervisor shift — the change in relationships and authority when someone is promoted to lead former colleagues.

Leadership and Supervisory Competencies Day by Day

Day 1: From Peer to Supervisor

- Role Expectations Map — Clarifying What the Section Manager Now Expects
- Peer Relationship Reset Conversation — Setting New Boundaries With Former Colleagues
- Supervisory Identity Self-Assessment — Choosing Which Habits to Drop First
- Span of Control Analysis — Deciding Where Coaching Time Goes
- Credibility Building Actions — Earning Authority in the First Month

Day 2: Setting Direction for the Crew

- Target Cascade Worksheet — Turning Unit Goals Into Shift Priorities
- Daily Huddle Structure — Communicating Priorities and Safety Points Briefly
- SMART Goal Drafting — Agreeing Measurable Standards With Each Crew Member
- Visual Performance Board — Making Progress Visible to the Whole Section
- Change Briefing Script — Explaining New Procedures and Their Reasons

Day 3: Delegating and Motivating

- Delegation Ladder — Choosing Authority Levels Before Handing Over Tasks
- Situational Leadership Styles — Matching Direction to Readiness Level
- Motivation Driver Profile — Linking Recognition to What Each Person Values
- Job Enrichment Options — Widening Roles Without Adding Headcount
- Follow-Up Checkpoints — Balancing Trust With Timely Oversight

Day 4: Feedback and Performance Conversations

- Situation-Behaviour-Impact Feedback — Naming Actions Rather Than Personalities
- Performance Gap Diagnosis — Separating Skill, Will and System Causes
- Structured Performance Conversation — Agreeing Corrective Steps and Deadlines
- Difficult Reaction Handling — Responding to Denial, Anger or Silence
- Documentation and Escalation Rules — Knowing When Human Resources Joins

Day 5: Practising the Supervisor Competency Development Plan

- Crew Scenario Rehearsal — Applying Delegation and Readiness Judgements
- Feedback Role-Play Rounds — Testing Behavioural Feedback Under Observation
- Huddle and Target Simulation — Running a Shift Briefing End to End
- Peer Coaching Triads — Reviewing Each Participant's Supervisory Habits
- Supervisor Competency Development Plan — Committing to Ninety-Day Actions

Applying Leadership and Supervisory Competencies After the Course

- Run a two-week daily huddle using the target cascade worksheet, then ask the crew which priorities felt clearer.
- Hold one situation-behaviour-impact feedback conversation with each crew member and log agreed next steps.

Leadership and Supervisory Competencies Questions FAQ

What are leadership and supervisory competencies, and why do they matter now?

They are the core skills a first-line supervisor uses to set direction, delegate, motivate and correct performance. They matter now because flatter organisations push more daily decisions to supervisors, so their habits shape output, engagement and retention.

Which roles gain most from leadership and supervisory competencies training?

Newly promoted supervisors and senior specialists about to lead a crew gain most. Shift leads, service-floor coordinators and site crew chiefs also benefit in manufacturing and hospitality.

How does a leadership and supervisory competencies course differ from a middle management course?

This course stays at the first line, focused on crews, shifts and daily conversations. A middle management course deals with leading other managers, budgets and departmental strategy, which sit beyond a new supervisor's remit.

What do you bring back from leadership and supervisory competencies training?

You bring back a personal development plan with ninety-day actions, a delegation ladder for your crew and rehearsed scripts for feedback and performance conversations you can use in your first week back.

Leadership and Supervisory Competencies: The Way Forward

The Supervisor Competency Development Plan first informs how a new supervisor splits time between coaching, delegation and hands-on work. The supervisor and their section manager use it together at monthly check-ins. After the first ninety days, the readiness judgements for each crew member deserve a fresh look.