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# Supervisory Skills and Frontline Team Leadership Training Course

1 – 5 February 2027  
Cape town





## Supervisory Skills and Frontline Team Leadership Training Course

Ref: 177\_16508 Date: 1 – 5 February 2027 Location: Cape town Fees: 4800 GBP

### Programme Summary

Supervisory skills and frontline team leadership is a one-week training course for supervisors, team leaders and first-line managers at intermediate level, culminating in a team leadership action plan for the unit each participant runs. Many supervisors are promoted for technical strength and left to learn delegation and difficult conversations by trial and error. The approach moves from the shift in role to planning work, coaching and feedback, handling conflict and discipline, and steering daily results. Mars Training Centre UK delivers this programme in supervisory skills for frontline leaders.

### The Business Case

The first-line supervisor shapes how most employees experience the organisation. When supervisors keep doing the work themselves, avoid feedback or let poor conduct pass, rework rises, capable staff leave and senior managers are drawn into routine problems. Supervisors who plan, delegate and hold clear conversations release capacity across the unit.

- Team Output and Quality: Improve as work is planned, standards are explicit and deviations are caught at shift or weekly level.
- Voluntary Turnover and Absence: Fall as employees receive regular coaching, fair recognition and consistent treatment.
- Escalation Load on Senior Managers: Reduces as supervisors resolve conflict, conduct and performance issues within their own authority.

### Principles and Evidence Base

- Situational Leadership Hersey and Blanchard: Matching support to each employee's readiness shapes delegation in Session 2.
- GROW Coaching Model: Goal, Reality, Options and Way Forward structure coaching in Session 3.
- SBI Feedback Model: Situation, Behaviour and Impact give a factual frame for recognition and corrective feedback in Session 3.
- Tuckman's Stages of Team Development: Forming, storming, norming and performing help diagnose team friction and conflict in Session 4.

### Intended Participants

- Professionals recently promoted from a specialist role to lead a team or shift.
- Supervisors who allocate daily work, monitor standards and report results upward.
- Team leaders who handle attendance, conduct and performance concerns within their teams.
- First-line managers who coach staff and prepare them for greater responsibility.



The programme serves operations and maintenance, customer service centres, government administration and healthcare support functions.

## Learning Outcomes

1. Participants will be able to distinguish the responsibilities of a supervisor from those of a technical specialist.
2. Participants will be able to construct a delegation plan that matches tasks to each team member's readiness.
3. Participants will be able to set performance standards and short-interval indicators for a team.
4. Participants will be able to conduct coaching and feedback conversations using the GROW and SBI models.
5. Participants will be able to diagnose team conflict and apply a fair process to conduct issues.
6. Participants will be able to prioritise improvement actions in a team leadership action plan.

## Programme Structure

### Day 1: From Specialist to Supervisor

What changes when a capable specialist becomes accountable for the results of others?

- Supervisory Role Map: Authority, Accountability and Boundaries
- Doer-to-Leader Time Audit and Activity Analysis
- Stakeholder Expectations From Team, Peers and Line Manager
- Personal Leadership Style Self-Assessment
- Credibility and Trust When Supervising Former Peers

### Day 2: Planning Work and Delegating With Confidence

How should a supervisor organise the week and decide who does what?

- Situational Leadership Readiness Assessment
- Delegation Levels and Task Allocation Matrix
- Daily and Weekly Work Planning Boards
- Prioritisation of Urgent and Important Team Demands
- Briefing Instructions and Checking Understanding

### Day 3: Supervisory Skills for Coaching and Feedback

How does a supervisor build capability and correct performance through everyday conversations?

- GROW Model Coaching Conversation Structure
- SBI Model for Recognition and Corrective Feedback
- Active Listening and Open Questioning Techniques
- Individual Development Plans for Team Members
- Motivation Drivers and Non-Financial Recognition



## Day 4: Managing Conflict, Conduct and Discipline

How are friction, misconduct and underperformance handled fairly and early?

- Tuckman Stages and Team Friction Diagnosis
- Conflict Handling Modes and Mediation Steps
- Performance Gap Analysis: Skill, Will or System
- Fair Disciplinary Process and Record Keeping
- Preparing and Holding a Difficult Conversation

## Day 5: Driving Daily Frontline Team Performance

Is the team leadership action plan clear, measurable and ready to apply on return?

- Short-Interval Control and Team Performance Indicators
- Applying Day 2 Delegation Plans to Live Team Scenarios
- Linking Day 3 Coaching Routines to Day 5 Indicators
- Escalation Rules Drawn From Day 4 Conduct Cases
- Team Leadership Action Plan Completion and Peer Review

## Methodology

The programme relies on structured exercises and role-play drawn from frontline settings such as plant shifts and contact centres. Each session pairs a short briefing with practice on a situation from a participant's own team.

- Suggested activity: Running a GROW coaching conversation with an observer scoring each stage.
- Suggested activity: Building a delegation matrix for a participant's current team.
- Suggested activity: Rehearsing a conduct conversation using the SBI model.

## Capstone Output

Each participant completes a team leadership action plan for the unit they supervise. It contains a time and role reset, a delegation matrix, team standards and indicators, a coaching schedule for each team member and escalation rules. Participants use it to agree priorities with their line manager and review progress.

## Frequently Asked Questions

### Is supervisory skills training suitable for newly appointed team leaders?

Yes. It is set at intermediate level for new and experienced supervisors, and assumes you lead or are about to lead a team or shift.



## **Which models does the supervisory skills and frontline team leadership course rest on?**

It rests on Situational Leadership by Hersey and Blanchard, the GROW coaching model, the SBI feedback model and Tuckman's stages of team development.

## **How is the action plan from supervisory skills training used at work?**

You use it to agree priorities with your manager, set team standards, schedule coaching and track progress over the following months.

## **How does supervisory skills and frontline team leadership differ from senior leadership development?**

It focuses on leading the people who do the work each day, rather than setting strategy or leading other managers.