TECHNICAL EDUCATION ACADEMY

School of Business and Management

COURSE PROGRAMME

000219

MLDE009 - Essential Leadership Skills for Managers and Supervisors

In the fast-paced world of modern business, effective leadership is a vital skill for managers and supervisors striving to meet organizational goals and inspire their teams.



Learn from the Best in the Business!

Course overview

Duration: 5 days / 40 hours · Intermediate level

Why take this course

In the fast-paced world of modern business, effective leadership is a vital skill for managers and supervisors striving to meet organizational goals and inspire their teams. The "Essential Leadership Skills for Managers and Supervisors" program is designed to guide professionals on a transformative journey, equipping them with the tools, knowledge, and confidence needed to lead effectively in a dynamic environment.

The program begins by tracing the evolution of leadership, providing participants with a strong theoretical foundation. By exploring modern leadership theories and models, attendees learn how to adapt their management styles to fit various situations and team dynamics. This foundational knowledge ensures they approach leadership with clarity and flexibility.

Personal effectiveness is a key component of the course, as effective leadership starts with self-mastery. Participants develop critical time and stress management skills, enhancing their productivity and resilience. Insights into human biology and psychology provide a deeper understanding of their own behavior and that of their team members, fostering stronger relationships and better communication.

Building on this foundation, the program focuses on the art of communication. Participants refine their ability to engage in effective dialogue, manage conflicts constructively, and navigate cross-cultural interactions. These skills enable them to create a positive and collaborative workplace culture, essential for achieving team and organizational success.

The course also delves into performance management and employee development. Leaders are taught practical methods for evaluating performance, planning training, and fostering team growth. By creating an environment that encourages professional development, participants learn to empower their employees and drive productivity.

Finally, the program addresses the moral and strategic aspects of leadership. Ethical decision-making and integrity are highlighted as fundamental to building trust and sustaining success. Participants are also equipped with tools to manage organizational change effectively, ensuring they can lead their teams through transitions with confidence and purpose.

By the end of this program, participants emerge with a well-rounded set of leadership skills, ready to inspire and guide their teams in achieving excellence. The "Essential Leadership Skills for Managers and Supervisors" program is not just a training opportunity—it is a step toward transformative, impactful leadership.

Course overview — continued

Who it is for and how it helps

• Leaders and managers at all levels who wish to enhance the effectiveness of their leadership and team management.

• Supervisors and department heads aiming to improve communication, motivation, and employee development skills.

• Specialists preparing for managerial positions who want to acquire the necessary competencies for successful people and project management.

• HR managers and personnel training and development specialists interested in modern methods of performance management and team development.

• Entrepreneurs and owners of small and medium-sized businesses striving to improve managerial skills for the growth and development of their businesses.

• Professionals working in multicultural environments who need to understand the specifics of international management and communications.

• Any specialists wishing to develop personal effectiveness, time management, stress management, and decision-making skills.

What you will learn

- Apply modern leadership theories and models in practice, adapting their management style to various situations and team needs
- Manage their time effectively and prioritize tasks, using planning techniques to optimize personal productivity
- Develop stress management skills and maintain psychological well-being, recognizing signs of stress and applying effective methods to reduce it
- Enhance communication skills and communicate effectively, including active listening, persuasion, and providing constructive feedback
- Manage conflicts and apply resolution strategies, identifying conflict situations and choosing appropriate methods for their constructive resolution
- Develop and implement performance management programs, setting evaluation criteria and linking results to personnel decisions
- Plan team training and development, identifying training needs and evaluating the effectiveness of training programs
- Make ethically justified managerial decisions, adhering to ethical standards and legal requirements in professional activities
- Manage change and act as a change agent, effectively planning and implementing changes with minimal resistance from the team
- Apply problem-solving methods and make balanced decisions, using a systematic approach to analyze and select optimal solutions based on data and intuition

Curriculum

Modules 01–03

01 Fundamentals of Leadership and Management (Domain: "Leadership and People Management")

- Hierarchy of human society
- Social roles in primitive societies
- Competencies and qualities of leaders in ancient times and the Middle Ages
- History of leadership studies from ancient times to the Middle Ages (China, India, Greece, Italy)
- Evolution of production from primitive economies to modern international business

02 Modern Theories and Models of Leadership (Domain: "Leadership and People Management")

- Modern leadership theories: leader characteristics
- Leader behavior: concern for people and concern for tasks
- Defining leadership style
- Situational leadership theories
- Transactional and transformational leadership
- Types of leaders
- Levels of leadership
- Leader and manager competencies then and now
- Manager competency model of the Institute of Leadership and Management (UK)
- Features of manager training

03 The Biological Nature of Humans (Domain: "Personal Effectiveness")

- Stages of human life (physical and cognitive development)
- Personality development (main theories and typologies)
- Moral development
- Central Nervous System and basics of higher nervous activity
- Movement control
- Psychophysiology of memory
- Psychophysiology of attention
- Psychophysiology of consciousness and the unconscious
- Psychophysiology of sleep

Curriculum

Modules 03–06 · Module 03 — continued

- Psychophysiology of stress
- Motivation and its origins

04 Humans and Emotions (Domain: "Personal Effectiveness")

- Psychophysiology of emotions
- Positive and negative emotions
- Cognitive theories of emotions and personality
- Interaction of emotions with cognitive processes and personality development
- Activation and regulation of interest and its influence on behavior
- Experiencing anger: influence on behavior and control
- Influence of sadness on management and decision-making
- Influence of fear and anxiety on behavior under stress

05 Time Management (Domain: "Personal Effectiveness")

- Understanding time management and its role as a resource
- Effective goal setting and prioritization
- Avoiding time traps and eliminating time-wasters
- Planning and using planners
- Combating procrastination
- Managing interruptions and controlling external distractions
- Controlling email and digital communication
- Resource allocation and time scheduling
- Crisis management skills and decision-making under time pressure
- Habits of highly effective people: organization, prioritization, and self-improvement

06 Stress Management (Domain: "Personal Effectiveness")

- Understanding stress: types, signs, and consequences
- Stress management methods using time control
- Physical exercises and relaxation techniques: breathing exercises, muscle relaxation, and visualization
- Healthy nutrition and relaxation
- Useful tips and recommendations for managing daily stress

Curriculum

Modules 07–09

07 Effective Communication (Domain: "Communication and Influence")

- Understanding workplace communication
- Overcoming communication barriers interpersonal and paraverbal communication
- Speaking skills and active listening
- Developing effective questioning skills
- Enhancing influence and persuasion abilities
- Structuring communication for maximum impact
- Conducting effective meetings
- Recognizing when written communication is required
- Assessing and adapting communication styles
- Providing constructive feedback and criticism
- Nonverbal communication: body language and tone of voice
- Techniques for making a good first impression

08 Humans as Social Beings (Domains: "Leadership and People Management" and "Working with Others")

- Territory and personal space
- Environmental factors
- Social status and role in the group
- Power and subordination
- Conformity
- Minority influence
- Altruism and apathy
- Interpersonal attraction (Physical Proximity, Attractiveness, Similarity, Competence, Mutual Reward)
- Communication (Nonverbal, Metacommunication)
- Social perception (Impressions, Causal Attribution, Stereotypes)
- Attitudes (Components of Attitudes, Attitude Formation, Attitude Change, Prejudices)

09 Cross-Cultural Management and Communication (Domain: "Working with Others")

- International cultural differences: impact on business

Curriculum

Modules 09–12 · Module 09 — continued

- Management styles in different cultures
- Communication and language challenges in international business

10 Conflict Management (Domain: "Working with Others")

- Defining confrontation and the role of conflict management
- Modern strategies for workplace
- Conflict resolution
- Conflict management strategies: Thomas–Kilmann model
- Conflict development and stages by Crosby
- Individual preferences in conflict behavior
- Developing effective conflict resolution methods

11 Performance Management (Domain: "Leadership and People Management")

- What Is permance management?
- Performance evaluation criteria
- Key areas of performance measurement
- Challenges with evaluation criteria
- Evaluation procedures
- Behavior-oriented assessment methods: MBO, BARS, BOS
- Evaluators
- Conducting evaluation interviews
- Linking evaluations to HR decisions
- Legal constraints on performance evaluation

12 Training and Team Development (Domain: "Personal Effectiveness")

- People as the Foundation of Business
- Training vs. Education
- Systematic Approach to Identifying Training Needs
- Methods for Determining Training Needs
- Competency-Based Personnel Management
- Learning Theories (Pavlov, Skinner, Bandura)

Curriculum

Modules 12–14 · Module 12 — continued

- Andragogy and the Role of the Brain in Learning
- Principles of Learning (Transfer, Learning Curves, Forgetting)
- Learning Styles
- Levels of Learning
- Types of Learning (Motor Responses, Rote Memorization, Idea Assimilation, Value Adoption)
- Moral Development and the Spiral Dynamics Model
- Defining Learning Objectives
- On-the-Job Training Methods
- Off-the-Job Training Methods
- Evaluating Training Effectiveness (Reactions, Knowledge and Competencies, Behavior Change, Results Measurement (ROI))

13 Workplace Socialization (Domain: "Personal Effectiveness")

- Socialization at Work and the Impact of Career on Personal Identity
- The Organizational Socialization Process
- Integrating Employees into the Organization
- Role Transition Process
- Psychological Processes in Role Transition
- Strategies to Reduce Unrealistic Expectations
- Orientation Training
- Literacy Training
- Workplace Mentoring
- Changing Attitudes Through Training
- Personality Adjustment Through Workshops
- Computer Literacy and 21st-Century Skills

14 Stages of Personal and Career Development (Domain: "Personal Effectiveness")

- Human Career and Stages of Personal Development
- Career Planning
- Defined Career Paths
- Erikson's Stages of Life Development and Career
- Occupational Career Model

Curriculum

Modules 14–16 · Module 14 — continued

- Issues and Challenges in Career Establishment and Maintenance
- Career Development Stages—Professional Career Model
- Research on the Link Between Career Stages and Effectiveness

15 Ethics in Management (Domains: "Leadership and People Management", "Setting Direction")

- Ethics in Management
- The Role of Morality in Management
- The Employment Relationship
- Balancing Rewards and Contributions
- Workplace Privacy
- Conflicts of Interest
- Ethical Use of Technology in the Workplace
- Bribes, Payments, and Kickbacks (Ethical and Legal Aspects)
- Whistleblowers
- Deceptive Practices in Organizations
- Forms of Organizational Violence
- The Dark Triad in Management

16 Change Management (Domain: "Setting Direction")

- The Role of the Change Agent
- Organizational Change (Forces of Change, Types of Change)
- Objectives of Change
- Theories of Change
- The Action Research Model
- The Learning Organization
- Revitalizing a Mature Organization
- Transfer and Dissemination of Change

Curriculum

Modules 17

17 Problem Solving and Decision Making (Domains: "Setting Direction" and "Innovation and Change")

- Definition of Problem Solving and Decision Making
- Evidence-Based Decision Making vs. Intuitive Decision Making
- Individual vs. Group Decision Making: Pros and Cons
- The Five-Step Problem-Solving Process
- Problem Formulation and Analysis
- Generating and Evaluating Alternative Solutions
- Criteria for Selecting the Optimal Solution
- Developing and Executing an Action Plan
- Enhancing Professional Skills for Effective Decision Making

Pre-course requirements

- 1. Work Experience in an Organization:
  o Basic Managerial Experience: Designed for managers, supervisors, and specialists with some experience working in organizations and team settings.
  o Understanding of Organizational Processes: A general idea of how companies function, how teams are built, and how business processes are carried out is beneficial.
- 2. Desire to Develop in Management and Leadership:
  o Motivation for Growth: Participants should be eager to learn new concepts, theories, and practices in management.
  o Openness to New Ideas: Willingness to adopt and implement new approaches in professional activities.

Programme instructor



Anton Gakhov

With a career rooted in Psychology and Education since 2004, I've journeyed from an HR and Training Professional to the founder and manager of an EdTech company. I've gained diverse experience in organizational and social psychology, overseeing comprehensive training programs, managing CSR projects, and implementing Learning Management Systems.

I've been instrumental in developing and maintaining pay grades, job grade systems, and HR budgets. Furthermore, I've facilitated strategic HRM solutions for downstream and midstream assets and contributed to HR process automation.

As the head of an EdTech company, I'm leading the revolution in training and development, emphasizing innovative training products and cutting-edge technologies. Currently, my focus lies in optimizing educational processes for improved ROI, modernizing training centers, and implementing impactful coaching and leadership development programs. My mission is to empower individuals to reach their full potential, fostering a culture of continuous learning, and driving positive global change.

With a wealth of experience in the energy sector, I’ve had the opportunity to contribute to projects with industry leaders such as BP, Equinor, PetroChina, Lukoil, and ENOC. My career journey is built on a solid foundation of academic achievements, holding degrees in Psychology, Education, and Business Administration. I’ve consistently applied a strategic and innovative approach to complex challenges, focusing on simplifying processes and delivering impactful solutions.

Open full profile · tecedu.academy/en/profile/anton-gakhov

Participation and contacts

Joining the programme

Contact the Academy and quote course code 000219 to confirm dates, delivery format, prices and enrolment terms.

Training for your team

Tell us your business goals, the roles and number of participants, and your preferred dates and location. This will help us discuss the right training option.

Preparing for the programme

Read the pre-course requirements in this programme before enrolling.

Discuss your training needs

mail@tecedu.org
www.tecedu.academy

Learn from the Best in the Business!