

MANAGING TEAMS & INDIVIDUALS IN SUPPLY CHAIN OPERATIONS

“Enhancing Collaboration, Accountability, and Performance Across the Supply Chain”

Schedule

Date	Venue	Fees (Face-to-Face)
12 – 16 Apr 2026	Kuwait	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

In today’s dynamic and competitive supply chain environment, the human element is as critical as technology and process. Managing teams effectively across procurement, warehousing, transportation, and planning functions is essential to ensure responsiveness, efficiency, and sustained performance.

This course provides participants with practical leadership, communication, and performance management skills tailored to the unique challenges of supply chain operations. Through role-based scenarios, structured frameworks, and collaborative exercises, professionals will learn how to build cohesive teams, drive accountability, resolve conflict, and align individual roles with organizational objectives.

Objectives

By the end of this course, participants will be able to:

- Lead and manage multidisciplinary teams in supply chain functions
- Apply motivational and coaching strategies to improve individual performance
- Implement structured communication and feedback systems
- Handle conflict and promote collaboration in high-pressure environments
- Align team and individual goals with key supply chain metrics and KPIs

Why Attend

- Develop leadership skills specific to operational and logistics environments
- Enhance coordination across procurement, warehouse, and transport teams
- Increase employee engagement and reduce turnover through better management
- Drive productivity through clear expectations and team accountability
- Support continuous improvement and cross-functional problem solving

Target Audience

This program is designed for:

- Supply chain, logistics, and operations team leaders
- Warehouse and distribution center supervisors
- Procurement and transport managers
- HR professionals supporting supply chain departments
- Anyone involved in managing or developing frontline supply chain staff

Individual Benefits

Key competencies that will be developed include:

- Team leadership, delegation, and task prioritization
- Effective communication in diverse and fast-paced settings
- Coaching and mentoring for skill and attitude development
- Conflict resolution and feedback delivery
- Collaborative problem-solving and decision-making

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Stronger team alignment with supply chain performance targets
- Improved morale, retention, and efficiency across departments
- Reduced communication gaps and operational silos
- More agile and responsive supply chain operations
- Enhanced workforce development strategies

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Supply chain team roles, leadership frameworks, and behavior models
- Case Studies - Workplace conflict, performance issues, and collaboration breakdowns
- Workshops - Coaching plans, team meeting simulations, performance review planning
- Peer Exchange - Role-play, reflection, and sharing of operational leadership challenges
- Tools - Leadership assessment templates, feedback forms, team alignment checklists

Course Outline

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Foundations of Leadership in Supply Chain Operations

- Module 1: The Role of the Manager in Supply Chain Teams (07:30 - 09:30) • Duties, responsibilities, and leadership expectations
- Module 2: Understanding Team Dynamics (09:45 - 11:15) • Stages of team development, roles, and behavior
- Module 3: Leadership Styles and Situational Management (11:30 - 01:00) • Transformational, transactional, and servant leadership
- Module 4: Workshop - Team Functioning Assessment (02:00 - 03:30) • Evaluate the maturity and needs of your current team

Day 2: Communication and Motivation

- Module 1: Communication Frameworks in Operations (07:30 - 09:30) • Structured communication, active listening, briefings
- Module 2: Motivating Individuals in Supply Chain Roles (09:45 - 11:15) • Intrinsic vs. extrinsic motivation, recognition programs
- Module 3: Feedback and Coaching Techniques (11:30 - 01:00) • Constructive feedback, one-on-one development
- Module 4: Workshop - Practice Feedback Conversations (02:00 - 03:30) • Role-play effective and ineffective feedback delivery

Day 3: Performance Management and Goal Alignment

- Module 1: Defining KPIs and Individual Contribution (07:30 - 09:30) • Linking team goals to warehouse, transport, and service metrics
- Module 2: Performance Review Process (09:45 - 11:15) • Review templates, documentation, and improvement plans
- Module 3: Holding People Accountable (11:30 - 01:00) • Setting expectations, monitoring, and follow-through
- Module 4: Workshop - Developing Individual Action Plans (02:00 - 03:30) • Create coaching and development goals for team members

Day 4: Conflict Management and Collaboration

- Module 1: Sources of Conflict in Supply Chain Settings (07:30 - 09:30) • Resource conflicts, role ambiguity, shift handovers
- Module 2: Conflict Resolution Models (09:45 - 11:15) • Collaborative, compromising, and assertive strategies
- Module 3: Facilitating Team Collaboration (11:30 - 01:00) • Cross-functional teamwork, joint problem-solving
- Module 4: Workshop - Conflict Resolution Simulation (02:00 - 03:30) • Address a simulated operational team conflict

Day 5: Sustaining High-Performing Teams

- Module 1: Employee Engagement and Retention (07:30 - 09:30) • Building a positive culture in high-pressure environments
- Module 2: Delegation and Empowerment (09:45 - 11:15) • Effective delegation techniques and authority levels
- Module 3: Final Team Alignment Exercise (11:30 - 01:00) • Clarifying roles, responsibilities, and shared goals
- Module 4: Wrap-Up and Certification (02:00 - 03:30) • Reflection, feedback, and certificate distribution

Certification

Participants will receive a Certificate of Completion in Managing Teams & Individuals in Supply Chain Operations, validating their leadership and communication skills for driving high performance in logistics and supply chain environments.

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Please contact us:

TEL:

+601116373203

EMAIL:

info@mawaevents.net

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