



LEADERSHIP & WORKFORCE  
DEVELOPMENT

# Supervision, Management & Leadership

Develop practical leaders. Strengthen accountability. Build organizational capacity.

**SUPERVISION • MANAGEMENT • LEADERSHIP**

Private onsite, live online, or selected open enrollment • 4- and 8-hour options

Version 1.1 • Current as of September 18, 2026  
Current website, Eventbrite listing, and accepted proposal control.



# Strong organizations develop leaders before the title changes

**Lead.  
Manage.  
Deliver.**

SML connects frontline supervision, management systems, and practical leadership behavior.

## Why this training matters

**Prepare before promotion.** Give emerging leaders practical tools before authority and complexity increase.

**Strengthen everyday execution.** Clarify expectations, delegation, accountability, planning, communication, and follow-through.

**Develop judgment.** Practice coaching, difficult conversations, ethical decisions, conflict awareness, and change leadership.

**Build one leadership language.** Align frontline supervisors, managers, project leaders, department leaders, and promotable employees.

Training builds capability; employers retain personnel, policy, budget, and operational decisions.

# Choose the development path that fits the organizational need

## 01 INTEGRATED SML

A coordinated 4- or 8-hour Foundations program for aspiring leaders, supervisors, managers, project leaders, and department leaders.

Best when the organization wants a shared foundation across supervision, management, and leadership.

## 02 ROLE-FOCUSED

Eleven role-focused courses address supervision, leadership, communication, teams, performance, planning, budgeting, ethics, conflict, projects, and respectful workplace practices.

Each offers 4- or 8-hour instructor-led options.

## 03 APPLIED PROGRAMS

Strategic Planning, Project Management, Conflict Resolution, and Professional Ethics address focused organizational capabilities.

SOP development is available separately through Coaching and Consulting, not as an SML course.

Communication, delegation, coaching, team building, ethics, and difficult conversations are integrated into the selected curriculum.

# Compare the flagship SML options before selecting a scope

Current instructor-led pricing; private classes use a seven-participant billing minimum and a standard maximum of 20.

| Option                          | Best fit                             | Length         | Delivery                  | Tuition                 | Completion            |
|---------------------------------|--------------------------------------|----------------|---------------------------|-------------------------|-----------------------|
| <b>4-Hour Focused Program</b>   | Aspiring leaders or focused teams    | 4 hrs          | Private / selected public | <b>\$125</b>            | 20–25Q + activity     |
| <b>8-Hour Deeper Program</b>    | Supervisors, managers, mixed cohorts | 8 hrs          | Private / selected public | <b>\$200</b>            | 20–25Q + applied work |
| <b>Private-class standard</b>   | One organization                     | 7 paid         | Max. 20                   | <b>Travel may apply</b> | Proposal controls     |
| <b>Selected open enrollment</b> | Individuals / small groups           | 4 or 8 hrs     | Eventbrite listing        | <b>Listing price</b>    | TBT certificate       |
| <b>SML Academy</b>              | Separate 3-level pathway             | 40 hrs / level | Guided self-paced + live  | <b>\$750 / level</b>    | 80% + applied project |

Instructor-led courses require full attendance, an applicable 20- to 25-question knowledge check, practical work, and a Tampa Bay Training certificate. Academy requirements are separate.

# SML connects three responsibilities in one practical program

## WHO

### Mixed-level cohorts and promotable employees

New and experienced supervisors, managers, crew and team leaders, department and project leaders, and employees preparing for greater responsibility. No formal prerequisite.

## SUPERVISION

### Set expectations and build accountability

Transition from worker to supervisor; communication, listening, delegation, coaching, feedback, documentation, consistency, and difficult conversations.

## MANAGEMENT

### Turn priorities into coordinated work

Planning, organizing, prioritizing, resource awareness, decision-making, problem-solving, team development, change, and follow-through.

## LEADERSHIP

### Build credibility, influence, and trust

Values and ethics, motivation, engagement, situational judgment, safety leadership, resilience, and an individual or team action plan.

**\$125 / \$200 per participant • 4- or 8-hour private and selected public formats**

# Choose a role-focused track when the development gap is clear

## FRONTLINE

### SUPERVISION

For new and emerging frontline supervisors, crew leaders, lead workers, acting supervisors, and promotable employees.

Focuses on the transition into authority, expectations, communication, delegation, coaching, documentation, conflict, team development, and safety leadership.

Available as 4- or 8-hour instructor-led options.

## BROADER ROLES

### MANAGEMENT OR LEADERSHIP

Management serves current or emerging managers who must plan, organize, allocate resources, make decisions, implement policy, and manage change.

Leadership serves formal and informal leaders who need credibility, influence, trust, judgment, ethics, resilience, and team effectiveness.

Each offers 4- or 8-hour instructor-led options.

Supervision, Management, or Leadership • 4 hrs \$125 • 8 hrs \$200

# Related programs address focused needs

Current instructor-led pricing; consulting, facilitation, coaching, mediation, or substantial customization requires a written scope.

| Course / service           | Best fit                              | Length     | Delivery                  | Tuition              | Completion                  |
|----------------------------|---------------------------------------|------------|---------------------------|----------------------|-----------------------------|
| <b>Strategic Planning</b>  | Officials, executives, planning teams | 4 or 8 hrs | Private / selected public | <b>\$125 / \$200</b> | Knowledge check + exercise  |
| <b>Project Management</b>  | Project leaders and support staff     | 4 or 8 hrs | Private / selected public | <b>\$125 / \$200</b> | Knowledge check + exercise  |
| <b>Conflict Resolution</b> | Employees, teams, supervisors         | 4 or 8 hrs | Private / selected public | <b>\$125 / \$200</b> | Knowledge check + activity  |
| <b>Professional Ethics</b> | Public-sector organizations           | 4 or 8 hrs | Private / selected public | <b>\$125 / \$200</b> | Knowledge check + scenarios |
| <b>Scoped services</b>     | Coaching, facilitation, consulting    | Proposal   | Onsite / online / hybrid  | <b>Quote</b>         | Written scope controls      |

Instructor-led course certificates have no fixed expiration date. Academy and scoped services use separate completion or acceptance requirements.

# Current delivery includes private and selected public classes

## PRIVATE ONSITE

Dedicated instructor at the client location  
All current Leadership & Workforce Development courses  
Seven-participant billing minimum  
Maximum 20 participants  
Travel follows the approved schedule

## PRIVATE LIVE ONLINE

Real-time instructor-led delivery  
Individual desktop or laptop and reliable audio  
Identity, attendance, participation, and examination controls  
Best for geographically dispersed teams

## SELECTED OPEN ENROLLMENT

Selected programs may be offered onsite or live online  
Eventbrite is the current schedule source  
No private-class billing minimum  
Ask Cindy about future dates

The accepted proposal controls private training; the Eventbrite listing controls each selected public class.

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# Completion requires attendance, assessment, and applied work

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## 01 SELECT

Choose the program, duration, audience, objectives, delivery method, authorized examples, and any accessibility needs.

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## 02 ATTEND

Participate for every required hour; complete discussions, scenarios, exercises, and instructor-directed activities.

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## 03 DEMONSTRATE

Complete the applicable 20- to 25-question knowledge check with at least 70% and satisfactorily complete the required practical activity.

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## 04 RECEIVE

Receive a Tampa Bay Training Certificate of Completion naming the course and variant. No fixed expiration date is assigned.

# Basic policies protect learning quality, confidentiality, and scope

## Private-class capacity

Seven paid participants or equivalent payment; maximum 20. Fewer may attend, but the organization is billed for seven. Travel may apply by location.

## Client preparation

Confirm the audience, objectives, organizational context, authorized examples, facility or platform, accommodations, internal policies, and appropriate client professionals.

## Training scope

Instruction is educational. It does not grant authority, guarantee outcomes, replace employer policies, or provide HR, legal, labor, financial, regulatory, or psychological advice.

## Customization and records

Material customization or consulting requires a written proposal. Protect confidential information, use hypothetical or anonymized examples, and retain controlled completion records.

Accepted proposal and current policies control • Questions: Cindy Torres • [813-360-1526](tel:813-360-1526) • [service@tampabaytraining.com](mailto:service@tampabaytraining.com)

# Registration starts with the delivery path

## DEFINE THE NEED

1

### Choose the right program

Decide whether the integrated SML flagship, a role-focused track, or a related applied course best fits the organizational need.

## REQUEST OR REGISTER

2

### Use the right registration path

Use Eventbrite for selected open-enrollment classes. Contact Cindy for private training, quotes, scheduling, multiple participants, or course-selection help.

## CONFIRM & COMPLETE

3

### Confirm and prepare

Confirm the listing or proposal, submit participant and delivery information, attend the full class, and complete the applicable assessment and practical work.

**PROGRAM DETAILS** • [tampabaytraining.com](http://tampabaytraining.com)

**REGISTRATION HELP** • [813-360-1526](tel:813-360-1526) • [service@tampabaytraining.com](mailto:service@tampabaytraining.com)

# Peter Cavalli and Perry Lopez lead SML development

PROGRAM STEWARDSHIP • INSTRUCTION • FACILITATION



## Peter Cavalli, MPA

Peter Cavalli, MPA, is Tampa Bay Training's CEO, Program Steward, and primary approved instructor. His local-government, public works, and management experience anchors the curriculum in practical organizational realities.

Peter Cavalli, MPA — CEO, Program Steward & Lead Instructor  
Primary instructor for the flagship and most related programs  
Perry Lopez — Senior Instructor & Facilitator  
Approved alternate for SML, Supervision, Management and Leadership; primary instructor and facilitator for Conflict Resolution



# Develop supervisors who can lead. Build managers who can deliver. Strengthen the organization.

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**Private SML and related programs • [tampabaytraining.com](https://tampabaytraining.com)**

Private-class planning and registration help • Cindy Torres  
[813-360-1526](tel:813-360-1526) • [service@tampabaytraining.com](mailto:service@tampabaytraining.com)