Mastering Supervisory Skills Development Training Course

📝 Day 1: Foundations of Effective Supervision

Key Topics:

The role of the supervisor: responsibilities and expectations

Differences between supervision, management, and leadership

Essential qualities and mindset of a successful supervisor

Transitioning from peer to leader

Establishing credibility and authority

📝 Day 2: Communication and Interpersonal Skills

Key Topics:

Principles of effective workplace communication

Active listening and assertive communication techniques

Giving and receiving feedback constructively

Conflict resolution and difficult conversations

Cross-cultural and generational communication

📝 Day 3: Team Leadership and Motivation

Key Topics:

Understanding team dynamics and stages of team development

Motivational theories (Maslow, Herzberg, McClelland)

Building trust and promoting collaboration

Delegation: what, when, and how

Recognition, coaching, and support strategies

📝 Day 4: Time, Task, and Performance Management

Key Topics:

Planning and prioritization (Eisenhower Matrix, ABC method)

Managing workloads and deadlines

Setting SMART goals and expectations

Monitoring performance and accountability

Conducting effective performance appraisals

📝 Day 5: Problem Solving, Decision Making & Personal Development

Key Topics:

Structured problem-solving methods (5 Whys, Root Cause Analysis)

Making effective decisions under pressure

Supervising in change and uncertainty

Emotional intelligence and resilience

Building a personal development and action plan