Management And Leadership

Supervisory skills

Course Introduction

Supervisory skills are essential for ensuring that teams operate efficiently and effectively. As a supervisor, your ability to lead, communicate, motivate, and manage performance directly influences the success of the team and the organization. Strong supervisory skills are key to building trust, resolving conflicts, and ensuring that work gets done on time and to a high standard.

This program covers the core areas that every supervisor must master, including communication, motivation, performance management, conflict resolution, and time management. Participants will learn how to communicate clearly, motivate employees, manage team performance, and handle conflicts. The course also emphasizes the importance of delegating tasks effectively and managing time to boost productivity.

Training Course Methodology

This course is designed to be interactive and participatory, and includes various learning tools to enable the participants to function effectively and efficiently. The course will use sessions, exercises, and case applications, and presentation about proven-by-practice methods, new insights and ideas about the topic and its effects in a corporate world.

Target Audience

- First-Time Supervisors
- Team Leaders
- Aspiring Supervisors and Managers
- Junior Managers Transitioning to Leadership Roles
- Shift Supervisors in Various Industries
- Department Supervisors
- Line Managers
- Foremen and Site Supervisors
- Coordinators Overseeing Small Teams
- Professionals New to People Management
- Supervisors in Manufacturing, Retail, Hospitality, or Customer Service
- Administrative Supervisors

- Office Managers Leading Small Teams
- Entry-Level Leaders Looking to Develop Supervisory Skills

Learning Objectives

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

- Identify the key responsibilities and qualities of an effective supervisor.
- Learn how to communicate clearly and manage relationships within the team.
- Develop skills for motivating employees and improving team engagement.
- Gain practical tools for managing performance and resolving conflicts.
- Master time management and delegation techniques to improve team productivity.

Course Outline

- **01 Day One**

  Introduction to Supervisory Skills

  - Defining the role of a supervisor
  - The difference between leadership and supervision
  - The responsibilities of a supervisor
  - Key qualities of an effective supervisor
  - The impact of effective supervision on team performance
  - Understanding team dynamics and relationships
  - Establishing authority while maintaining approachability

- **02 Day Two**

  Communication Skills for Supervisors

  - The importance of clear and effective communication
  - Active listening and its role in supervision

- Verbal and non-verbal communication

- Giving and receiving feedback effectively

- Adapting communication style to different individuals

- Addressing communication barriers within the team

- Holding productive team meetings and discussions

• **03 Day Three**

Motivation and Employee Engagement

- Understanding what motivates employees

- Techniques for inspiring and motivating your team

- Recognizing and rewarding employee contributions

- The role of job satisfaction in motivation

- Providing meaningful work and opportunities for growth

- Using team-building activities to strengthen engagement

- Maintaining high morale during challenging times

• **04 Day Four**

Performance Management and Conflict Resolution

- Setting clear goals and expectations for your team

- Conducting effective performance reviews

- Addressing performance issues and providing constructive feedback

- Identifying and resolving conflicts within the team

- Techniques for mediating disagreements between employees

- Developing strategies for maintaining team harmony

- Creating a fair and supportive work environment

• **05 Day Five**

Time Management and Delegation Skills

- Understanding the importance of time management for supervisors

- Prioritizing tasks and setting clear goals

- Techniques for delegating tasks effectively

- Balancing workload and managing stress

- Using tools to track and manage time

- Encouraging team members to take ownership of tasks

- Building team accountability through delegation

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 22, 2025	Sept. 26, 2025	5 days	4250.00 $	UAE - Abu Dhabi
May 25, 2025	May 29, 2025	5 days	4250.00 $	KSA - Riyadh
Oct. 27, 2025	Oct. 31, 2025	5 days	4250.00 $	UAE - Dubai