



Supervisory Skills And Development of Leadership Course

24 – 28 May 2027
Cape Town (South Africa)



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Introduction

As a supervisor, the success of your business is firmly within your grasp. This supervisory skills and development of leadership course will equip you with critical, practical, and effective supervisory skills that foster teamwork and organizational success.

Through the supervisory training program, you will learn how to oversee daily operations with heightened proficiency and utilize managerial leadership and supervisory skills to navigate the new challenges presented to supervisors in the 21st-century workplace.

Targeted Groups

- Team leaders.
- Supervisors.
- In this supervisory skills and development of leadership course, Employees are prepared for promotion to a supervisory role.

Course Objectives

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

- Define the scope, nature, and responsibility of the supervisory role, understanding its challenges.
- Communicate effectively, both verbally and non-verbally.
- Embrace their role as motivators within the workplace.
- Identify their teamwork style and construct an effective team.
- Apply professional techniques for positive discipline.
- Implement various skills in interpersonal problem-solving and conflict management.

Targeted Competencies

- Leadership skills.
- Supervisory skills development.
- Communication skills.
- Problem-solving abilities.

Supervisory Development Training Course Content

Unit 1: Being a Supervisor Today

- Myths about supervision.
- Supervisors develop vital critical tasks.
- Essential skills for supervisors.
- Responsibilities and challenges.
- Problems supervisors encounter.

Unit 2: Communicating Effectively

- The communication process.
- Interpersonal relationship approaches with employees.
- The ten commandments of human relations.
- Developing effective listening habits.
- The value of feedback.
- Techniques for providing feedback.
- Guidelines for assertive communication.

Unit 3: Motivating Your Workforce

- Definitions of motivation.
- Myths about motivation.
- Understanding the link between motivation and performance.
- Exploring various motivational theories.
- Creating a motivational environment.

Unit 4: Working with Teams

- Identifying your teamwork style.
- The supervisor's involvement with teams.
- Facilitating team processes.
- Obstacles to effective teamwork and strategies to overcome them.
- Overcoming barriers to effective teamwork.
- Team decision-making procedures.

Unit 5: Orientation and Positive Discipline

- Perceptions during employee orientation.
- Managing orientation and follow-up.
- Implementing progressive disciplinary practices.
- Understanding types of reinforcement.
- Applying reinforcement strategies.

Unit 6: Creative Interpersonal Problem-Solving

- Understanding the interpersonal problem-solving process.
- Steps for effective interpersonal problem-solving.
- Encouraging creativity within the team.
- Applying brainstorming techniques.
- Developing critical conflict management skills.

Enhancing Supervisory Skills

In this supervisory skills and development of leadership course, participants will explore strategies for developing and improving the essential skills required for adequate and effective supervision.

A focus in this supervisory skills and development of leadership course will be placed on training for first-time supervisors and incumbent leaders looking to refresh and enhance their skill set.

This professional development for supervisors is vital in today's fast-paced and ever-evolving workplace.

Participants in this supervisory skills and development of leadership course will learn about leadership team building, coaching skills for managers and supervisors, and the importance of continuous learning and adaptability in supervisory roles.