MERCURY

Mastering Supervisory Skills Development Training Course

17 – 21 January 2027
Amman (Jordan)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 1083_271166 **Date:** 17 – 21 January 2027 **Location:** Amman (Jordan) **Fees:** 3300 Euro

Introduction

Mastering supervisory skills is an exciting and interactive training program designed to help experienced and second-level supervisors take stock of their roles and develop the skills and approach they need to perform efficiently in the modern business environment.

This robust supervisory skills development course blends practical tools with insightful techniques for leadership and management.

Enhancing Supervisory Skills for Effective Leadership

Within this supervisory leadership course, a dedicated module focuses on enhancing supervisory skills, aiming to improve the capabilities of supervisors in providing strong leadership.

Participants in the supervisory skills course will learn about best practices in supervisory management and ways to apply them to foster a collaborative and productive work environment. Improving these skills is critical to success and can be indispensable for any supervisory management course outline.

Targeted Groups

- Supervisors.
- Team leaders.
- Employees who have the potential to be promoted to a supervisory position.
- Persons who want to gain supervisory skills to improve their career.

Course Objectives

At the end of this supervisory skills course, participants will be able to:

- Extend their understanding of the supervisor's role and the processes of managing up, down, and across the organization.
- Develop a strategy for enhancing the effectiveness of their teams.
- Develop a plan to support and develop the performance of each member of their staff.
- Implement changes and ensure continuous improvement.
- Review their working practices and managerial style.

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Targeted Competencies

- Leadership skills
- Communication skills
- Managing performance
- Time management
- Delegation skills

Course Content

Unit 1: The Supervisors Role and Competences

- Action planning.
- Roles and responsibilities of the supervisor.
- The competency concept - measuring actual behaviors against the model.
- Understanding organizational culture.
- Developing a network of relationships and influence.

Unit 2: Delegation and Management Style

- Delegation skills and empowerment.
- Management style - 'situational' & 'differential' leadership models.
- Group dynamics and team formation.
- Conflict and conformity in group situations.
- Problem-solving and decision-making.
- Managing team meetings.

Unit 3: Communication Skills

- Improving communications and relationships.
- Dimensions of staff performance.
- Practical motivation.
- Appraisal - case studies in performance management.
- Coaching and developing staff - the skills of on-the-job training.

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Unit 4: Managing Performance & Relationships

- Assertiveness.
- People problems and problem people.
- Constructive criticism - giving and receiving.
- Discipline.
- Fundamental principles for time management.
- Managing time with other people in mind.
- Planning and priority setting.
- Interruptions and accessibility.
- Understanding stress and managing stressed staff.

Unit 5: Managing Change and Continuous Improvement

- Concept of continuous improvement.
- Improving systems and processes.
- Engaging and enthusing the team.
- Creative thinking techniques.
- Implementing change.
- Influencing skills - making a case and managing the 'politics.'
- Action planning.