MERCURY

# Supervisory Skills Development Course

12 – 16 April 2027
Milan (Italy)



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# Supervisory Skills Development Course

**Ref:** 15018_271840 **Date:** 12 – 16 April 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

## Introduction:

As a supervisor, your organization's success rests in your hands. This supervisory skills development course allows you to develop highly effective and essential supervisory skills to strengthen teamwork and organizational success.

Also, this supervisory skills development course will help you improve your supervisory skills to manage everyday operations more easily. Furthermore, it will help you leverage your managerial and people skills to meet your new challenges as a 21st-century supervisor.

## Targeted Groups:

- Supervisors.
- Employees are preparing for promotion to a supervisory position.

## Course Objectives:

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

- Identify the basic supervisory skills.
- Define the supervisor's three roles and their related competencies for optimal performance.
- Apply effective time management techniques to increase the productivity of the team.
- Gain communication skills with others.
- Learn the principles of key management processes.
- Knowledge of problem-solving and decision-making skills.
- Identify the change management methods.

## Targeted Competencies:

By the end of this supervisory skills development training, the participant's competencies will be able to:

- Decision-making.
- Planning and organizing.
- Leading and controlling.
- Problem-solving.
- Communication.
- Coaching.
- Mentoring.

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• Managing time.

## Course Content:

### Unit 1: Introduction to Supervisory Skills:

• Basic skills of the supervisor.
• Recipes for an Effective Supervisor.
• The difference between work management and work performance.

### Unit 2: Communication:

• Definition of Communication.
• The importance of supervisory skills in communication.
• Obstacles to communication between supervisor and staff.
• Steps for Effective Communication.
• Basic communication handling skills.

### Unit 3: Planning:

• Definition of planning.
• Types of supervisory skills in planning Business Planning - Project Planning - Business Scheduling.
• Setting goals.
• Planning Steps.
• Schedule management.

### Unit 4: Organization:

• Definition of organization.
• Basic principles of organization.
• Relations between jobs and power lines.
• Distribution of tasks.
• Develop an efficient alternative.
• Time Management.
• Exercise scheduling and distribution of tasks.

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## Unit 5: Guidance:

- Definition of leadership.
- Theories and methods of leadership.
- Determine the leadership style.
- Motivation.
- On-the-job training and role.
- Effective supervisory skills for mentoring.
- Performance evaluation.
- Addressing poor performance and undesirable behaviors.

## Unit 6: Supervision:

- Definition of supervision.
- The role of administrative functions in facilitating the control process.
- Supervisory control methods.
- Purposeful criticism.
- Corrective actions.

## Unit 7: Decision-Making and Problem-Solving:

- The difference between decision-making and problem-solving.
- Steps to solve problems and make decisions.

## Unit 8: The Management of Change:

- Planning for change.
- Identify the need for change.
- Set internal goals.

## Unit 9: Steps to Change:

- Definition of Communication.
- Raising awareness of the need for change.
- Making change.
- Support and encourage new behaviors.

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## Conclusion:

The Supervisory Skills Development Course equips emerging supervisors with the advanced supervisory skills necessary to excel in today's fast-paced work environment.

Understanding and mastering the types of supervisory skills is crucial for effective supervision.
This supervisory skills training course will help you understand and define supervisory skills while providing the tools needed for exceptional leadership.