



## Mastering Advanced Supervisory Skills Training Workshop

06 - 10 Apr 2025  
Kuala Lumpur (Malaysia)



# Mastering Advanced Supervisory Skills Training Workshop

**Ref.:** 8003\_257606 **Date:** 06 - 10 Apr 2025 **Location:** Kuala Lumpur (Malaysia) **Fees:** 3900 Euro

## Introduction

Mastering Supervisory Skills is an exciting and interactive workshop designed to help experienced and second-level supervisors review their roles and develop the skills and approaches they need to perform effectively in the modern business environment.

## Enhancing Supervisory Skills

Incorporating essential supervisory skills, excellent supervisory skills, and the importance of supervisory skills, this advanced supervisory skills workshop will focus on cutting-edge methods to improve supervisory capacity. This advanced supervisory skills workshop will ensure that participants can confidently lead, manage teams efficiently, and drive continuous organizational improvement.

## Enhancing Core Supervisory Skills

This advanced supervisory skills workshop will focus on developing basic supervisory skills, practical supervisory skills, and essential supervisory skills to form a strong foundation that supports the advanced supervisory skills training provided.

By engaging with the comprehensive supervisory skills development course content, attendees will leave with a robust, multifaceted set of abilities that will serve them well in any supervisory or management role. Whether you aim to improve supervisory skills already acquired or to lay the groundwork for a future leadership position, this advanced supervisory skills workshop is an indispensable resource for professional growth.

## Targeted Groups

- Supervisors.
- Team leaders.
- This advanced supervisory skills course is for employees poised to be promoted to a supervisory position.
- This advanced supervisory skills conference is for persons keen to acquire supervisory skills to advance their careers.

## Conference Objectives

By the end of this advanced supervisory skills workshop, participants will be able to:

- Broaden their understanding of the supervisor's role and the processes of managing up, down, and across the organization.
- Develop strategies for enhancing the effectiveness of their teams.
- Support and further develop the performance of each team member.
- Implement changes and ensure continuous improvement.
- Reflect on their working practices and managerial style.

## Targeted Competencies

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

- Learn leadership and supervisory skills.
- Communication skills.
- Understand management and supervisory skills for performance.
- Time management.
- Learn about delegation and supervisory skills.

## Conference Content

### Unit 1: The Supervisor's Role and Competencies

- Define the roles and responsibilities of a supervisor.
- Understand the competency concept and how to measure actual behaviors against the ideal model.
- Understanding and navigating organizational culture.
- Build and leverage a network of relationships and influence.

### Unit 2: Delegation and Management Style

- Master delegation skills and empower team members.
- Exploring management style - understanding situational and differential leadership models.
- Analyze group dynamics and the stages of team formation.
- Deal with conflict and promote conformity in group situations.
- Enhance problem-solving and decision-making abilities.
- Effective managing team meetings.

### Unit 3: Communication Skills

- Overview of advancing communication skills to improve relationships.
- Recognize various dimensions of staff performance.
- Learn about strategies for the practical motivation of team members.
- Conduct appraisals using case studies in performance management.
- Learn how to coach, develop staff, and master the skills needed for on-the-job training.

### Unit 4: Managing Performance and Relationships

- Assertiveness.
- Understand the difference between people's problems and problem people.
- Learn about constructive criticism, giving, and receiving.
- Discipline.
- Fundamental principles for time management.
- Manage time with other people in mind.
- Planning and priority-setting.
- Interruptions and accessibility.
- Understand stress and manage stressed staff.



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## Unit 5: Managing Change and Continuous Improvement

- Grasp the concept of continuous improvement.
- Identify and champion improvements in systems and processes.
- Engage and motivate the team toward common goals.
- Employ creative thinking techniques to foster innovation.
- Implement change.
- Influencing skills, making a case, and managing the 'politics.'
- Create actionable plans for implementing learned strategies.



**Registration form on the :  
Mastering Advanced Supervisory Skills Training Workshop**

**code:** 8003 **From:** 06 - 10 Apr 2025 **Venue:** Kuala Lumpur (Malaysia) **Fees:** 3900 **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

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Position:

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**Person Responsible for Training and Development**

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