MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

SUPERVISORY SKILLS TRAINING FOR BETTER WORKPLACES

""Equipping Frontline Supervisors with Practical Tools for Leadership, Communication, and Team Success""

Schedule

Date	Venue	Fees (Face-to-Face)
26 – 27 Feb 2026	Kuala Lumpur, Malaysia	USD 1,995 per delegate
04 – 05 Mar 2026	Dubai, UAE	USD 1,995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Supervisors are the critical link between management and frontline teams. Their ability to lead with clarity, communicate effectively, and handle day-to-day challenges has a direct impact on productivity, morale, and workplace culture. Yet many new or experienced supervisors lack the training to transition from task-based work to people-based leadership.

This highly practical two-day course is designed to build core supervisory skills, empowering participants to motivate teams, delegate tasks, resolve conflicts, and foster a positive, respectful workplace. Through real-life scenarios, interactive exercises, and practical models, supervisors will gain the confidence and competence to manage both tasks and people with professionalism.

Objectives

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

- Understand the evolving role and expectations of supervisors.
- Communicate clearly and assertively with team members and management.
- Apply structured delegation and time management techniques.
- Motivate individuals and teams across performance levels.
- Resolve interpersonal conflicts and manage performance issues.
- Build a safe, productive, and respectful work environment .

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Why Attend

- Strengthen your effectiveness as a team leader or frontline manager.
- Learn to manage people—not just tasks—with greater confidence.
- Build a more respectful, inclusive, and high-performing workplace culture.
- Gain practical frameworks you can apply immediately with your team.

Target Audience

This program is designed for:

- First-time or aspiring supervisors
- Team leaders, line managers, and shift leaders
- Technicians, coordinators, or operators promoted into leadership roles
- Supervisors seeking a refresher in modern leadership approaches

Individual Benefits

Key competencies that will be developed include:

- Leadership presence and communication
- Delegation and time management
- Conflict resolution and emotional intelligence
- Coaching and feedback techniques
- Team building and trust development

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Supervisors who lead by example and communicate proactively
- Improved employee morale and reduced workplace friction
- Stronger accountability and ownership on the shop floor
- Greater consistency in how teams are managed and motivated

Instructional Methodology

- Interactive lectures and group discussions
- Team activities and leadership games
- Self-assessment and personal reflection tools
- Real-world case scenarios and role plays
- Practical templates for delegation, coaching, and problem-solving

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Course Outline

Detailed 2-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 2–3 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1 – Transitioning from Worker to Supervisor

- **Module 1: Understanding the Supervisor's Role (07:30 – 09:30)**
- Transitioning from peer to leader
- Supervisor responsibilities and success factors
- Common challenges in supervision
- **Module 2: Communication Skills for Supervisors (09:45 – 11:15)**
- Active listening, clarity, and feedback
- Adapting communication for different personalities
- Assertiveness vs. aggressiveness
- **Module 3: Delegation and Time Management (11:30 – 01:00)**
- What and how to delegate
- Balancing priorities and shifting demands
- Supervisor time planning tools
- **Module 4: Activity – Delegation and Communication Role Play (02:00 – 03:30)**
- Simulation: assigning tasks and giving feedback
- Group discussion and instructor coaching

Day 2 – Leading Teams and Handling Challenges

- **Module 5: Motivating Teams and Building Morale (07:30 – 09:30)**
- Intrinsic vs. extrinsic motivation
- Recognizing effort and building commitment
- Team culture and positivity
- **Module 6: Conflict Resolution and Difficult Conversations (09:45 – 11:15)**
- Common sources of conflict
- Using the SBI and DESC models for structured feedback
- Handling resistance and emotional situations
- **Module 7: Performance, Discipline, and Coaching (11:30 – 01:00)**
- Documenting and addressing poor performance
- Coaching for improvement and development
- Maintaining fairness and professionalism
- **Module 8: Final Workshop – Team Supervision Simulation (02:00 – 03:30)**
- Groups handle a team scenario (conflict + task pressure)
- Debrief, peer review, and individual action planning

Certification

Participants will receive a **Certificate of Completion in Supervisory Skills Training for Better Workplaces**, validating their ability to lead teams effectively, manage people with professionalism, and foster a positive work culture.

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Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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