

BUILDING BLOCKS OF SUPERVISION

““Equipping New and Frontline Supervisors with Essential Skills to Lead Effectively””

Schedule

Date	Venue	Fees (Online)
03 Feb 2026	Online (Live Virtual)	USD 450 per delegate
26 Mar 2026	Online (Live Virtual)	USD 450 per delegate

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

Introduction

Transitioning into a supervisory role comes with new responsibilities, expectations, and challenges. Supervisors must not only manage tasks—they must also lead people, resolve conflicts, and support performance. Without proper training, many new supervisors struggle to balance authority with approachability and operational demands with team morale.

This 1-day interactive online course introduces new and aspiring supervisors to the foundational skills needed for success. Participants will gain practical tools in communication, delegation, time management, and team motivation, ensuring a strong and confident start to their leadership journey.

Objectives

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

- Understand the role and responsibilities of an effective supervisor
- Communicate clearly and assertively with team members
- Delegate tasks based on skills and priorities
- Address common workplace challenges with confidence
- Support team motivation, discipline, and productivity

Why Attend

- Get a fast, focused introduction to core supervisory responsibilities
- Build credibility and trust with your team from day one
- Learn how to give feedback, handle mistakes, and manage priorities
- Avoid common pitfalls of first-time supervisors
- Gain confidence in transitioning from peer to leader

Target Audience

This program is designed for:

- Newly promoted or aspiring supervisors
- Team leads, coordinators, and shift managers
- Senior staff preparing for people management roles
- Anyone seeking foundational management and leadership skills

Individual Benefits

Key competencies that will be developed include:

- Communication and interpersonal skills
- Time and task management
- Delegation and accountability techniques
- Conflict resolution and feedback delivery
- Self-confidence and professional presence

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved first-line leadership and team direction
- Reduced operational inefficiencies and people issues
- Stronger support for middle management and HR
- Increased engagement and performance at the team level
- Better preparedness for succession and leadership development

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Role of the supervisor, challenges, and expectations
- Mini Case Studies – Everyday supervision dilemmas and decisions
- Workshops – Delegation planning, time blocking, and communication practice
- Peer Exchange – Shared experiences of new supervisors
- Tools – Action planning worksheets, checklists, and conversation templates

Course Outline

Delivery Format: Online (Live) | Platform: Zoom, WebEx or Microsoft Teams **Training Hours: 07:30 AM - 03:30 PM Coffee Breaks: 09:30 & 11:15** | Lunch Break: 01:00 - 02:00

- **Module 1: Understanding the Role of the Supervisor (07:30 - 09:30)** • From individual contributor to leader • Authority, accountability, and influence • Characteristics of effective supervisors
- **Module 2: Communicating with Clarity and Confidence (09:45 - 11:15)** • Giving directions and setting expectations • Listening actively and asking questions • Handling difficult conversations
- **Module 3: Delegation, Time Management & Follow-Up (11:30 - 01:00)** • How to delegate without micromanaging • Managing time and team priorities • Following up and accountability systems
- **Module 4: Team Motivation and Handling Conflict (02:00 - 03:30)** • Recognizing effort and giving feedback • Managing disagreements and misunderstandings • Wrap-up: Personal leadership action plan

Certification

Participants will receive a Certificate of Completion in Building Blocks of Supervision, confirming their readiness to step into supervisory roles with confidence and competence.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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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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