MAWA EVENTS

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

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

MASTERING SUPERVISORY SKILLS

"Equipping Frontline Leaders to Inspire, Guide, and Drive Team Success"

Schedule

Date	Venue	Fees (Face-to-Face)
21 – 25 Sep 2026	London – UK	USD 3495 per delegate

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

Introduction

Supervisors are the critical link between operational goals and frontline execution. Whether newly promoted or experienced, supervisors must master a diverse skillset to effectively manage people, processes, and performance. Strong supervisory leadership ensures better communication, higher productivity, and improved team morale.

This 5-day practical course provides essential tools, behaviors, and leadership strategies that transform competent employees into confident, effective supervisors. Through interactive sessions, real-world scenarios, and hands-on exercises, participants will strengthen their ability to lead teams, resolve conflicts, delegate tasks, and drive results.

Objectives

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

- Understand the evolving role and responsibilities of an effective supervisor
- Communicate expectations clearly and hold team members accountable
- Apply practical tools for delegation, time management, and task prioritization
- Coach and motivate employees for improved performance
- Handle conflict, provide feedback, and manage team dynamics with confidence

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Why Attend

- Develop a supervisory mindset with leadership presence and authority
- Strengthen team communication, trust, and alignment
- Learn to navigate common supervisory challenges with professionalism
- Gain tools and models for daily supervision and long-term performance
- Return with confidence to manage, coach, and lead your team more effectively

Target Audience

This program is designed for:

- Newly appointed or aspiring supervisors
- Team leaders, foremen, and line managers
- Functional or technical staff transitioning to leadership roles
- Experienced supervisors seeking to update their leadership skills
- HR and training professionals supporting frontline management

Individual Benefits

Key competencies that will be developed include:

- Leadership, delegation, and decision-making under pressure
- Assertive communication and conflict resolution skills
- Emotional intelligence and situational leadership
- Time and task management to meet operational goals
- Coaching and performance feedback techniques

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- More effective supervision and workforce engagement
- Stronger alignment between leadership and front-line performance
- Reduced operational issues from miscommunication or poor delegation
- Greater consistency in task execution and service delivery
- A more confident and capable leadership bench at the operational level

Instructional Methodology

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

- Strategy Briefings – Supervisory fundamentals, leadership models, and management tools
- Case Studies – Common supervisory challenges and how to resolve them effectively
- Workshops – Interactive simulations on delegation, coaching, and feedback delivery
- Peer Exchange – Shared experiences and solution brainstorming across industries
- Tools – Checklists, supervisory planning templates, and conversation scripts

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Course Outline

DETAILED 5-DAY COURSE OUTLINE

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: The Supervisor's Role and Mindset

- Module 1: Transitioning to Supervision (07:30 – 09:30) • Moving from peer to leader • Key responsibilities of a frontline supervisor • Leadership vs. management behaviors
- Module 2: Setting Expectations and Accountability (09:45 – 11:15) • Defining roles, goals, and standards • Creating team alignment and follow-through • Holding people accountable without micromanaging
- Module 3: Professional Presence and Influence (11:30 – 01:00) • Assertiveness, consistency, and role modeling • Building respect and credibility with your team • Managing up, across, and down
- Module 4: Workshop – Supervisor Self-Assessment (02:00 – 03:30) • Assessing current leadership behaviors • Identifying development priorities

Day 2: Communication and Motivation Techniques

- Module 1: Effective Communication for Supervisors (07:30 – 09:30) • Listening, clarity, and non-verbal communication • Leading briefings, toolbox talks, and team huddles • Handling difficult conversations professionally
- Module 2: Motivating Individuals and Teams (09:45 – 11:15) • Motivation theories and workplace application • Recognizing achievements and maintaining morale • Motivating underperformance
- Module 3: Feedback and Coaching Skills (11:30 – 01:00) • Delivering constructive feedback • Coaching for behavior and performance improvement • Encouraging self-reliance and accountability
- Module 4: Workshop – Coaching Role Play (02:00 – 03:30) • Practicing coaching conversations • Peer review and feedback

Day 3: Delegation, Time Management, and Productivity

- Module 1: The Art of Delegation (07:30 – 09:30) • What, how, and when to delegate • Overcoming fear of letting go • Empowering team members through delegation
- Module 2: Time and Priority Management (09:45 – 11:15) • Planning daily and weekly tasks • Managing interruptions and distractions • The Eisenhower Matrix and ABC prioritization
- Module 3: Monitoring Progress and Performance (11:30 – 01:00) • Setting checkpoints and follow-ups • Managing competing demands • Using KPIs and visual task tracking
- Module 4: Workshop – Delegation Plan (02:00 – 03:30) • Identifying real-life delegation opportunities • Building a simple delegation roadmap

Day 4: Team Dynamics, Conflict, and Problem-Solving

- Module 1: Building High-Performance Teams (07:30 – 09:30) • Understanding team development stages • Creating psychological safety • Encouraging participation and collaboration
- Module 2: Conflict Resolution Skills (09:45 – 11:15) • Identifying sources of conflict • Techniques for early intervention and resolution • Maintaining professionalism under pressure
- Module 3: Problem Solving and Decision Making (11:30 – 01:00) • Step-by-step problem-solving frameworks • Engaging the team in continuous improvement • Making confident decisions with limited information
- Module 4: Workshop – Conflict Scenario Simulation (02:00 – 03:30) • Resolving a realistic supervisory conflict • Group debrief and lessons learned

Day 5: Performance Management and Final Review

- Module 1: Performance Review and Development (07:30 – 09:30) • Observation, documentation, and evaluation techniques • Conducting informal and formal reviews • Linking goals to performance outcomes
- Module 2: Supervisory Leadership in Action (09:45 – 11:15) • Leading by example and continuous improvement • Supervisory ethics and decision-making • Leadership under pressure
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Module 3: Final Review and Personal Action Planning (11:30 – 01:00) • Recap of key skills and tools • Creating a development plan • Peer coaching and accountability partners

- Module 4: Certification and Course Close (02:00 – 03:30) • Final evaluation • Feedback and course wrap-up • Certification presentation

Certification

Participants will receive a Certificate of Completion in Mastering Supervisory Skills, confirming their readiness to lead, motivate, and manage teams with confidence, clarity, and competence.

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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