

THE PROFESSIONAL SUPERVISOR

“Build essential supervisory skills to lead teams with confidence, clarity, and impact.”

Schedule

Date	Venue	Fees (Online)
02 Jul 2026	Online	USD 450 per delegate

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

Introduction

Stepping into a supervisory role requires more than just technical expertise — it demands strong leadership, communication, and management abilities. This 1-day online course equips new and experienced supervisors with the practical tools to handle their responsibilities effectively.

Participants will learn how to motivate their teams, manage performance, communicate clearly, and navigate the challenges that come with supervising others.

Objectives

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

- Understand the core roles and responsibilities of a professional supervisor.
- Apply effective communication and feedback techniques.
- Motivate and engage team members to achieve goals.
- Address performance issues constructively and fairly.
- Develop a personal action plan to strengthen supervisory effectiveness

Why Attend

- Gain confidence in managing people and tasks.
- Learn practical strategies to handle common supervisory challenges.
- Enhance your leadership, communication, and decision-making skills.
- Improve team performance and morale.
- Position yourself for continued growth and advancement as a leader.

Target Audience

This program is designed for:

- Newly appointed supervisors and team leaders.
- Experienced supervisors seeking to refresh or enhance their skills.
- Managers looking to strengthen supervisory practices.
- Anyone preparing to move into a supervisory or team leadership role.

Individual Benefits

Key competencies that will be developed include:

- Stronger leadership and supervisory skills.
- Effective communication and active listening abilities.
- Conflict resolution and problem-solving techniques.
- Better time management and task prioritization.
- Enhanced ability to motivate and develop team members

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved team productivity and performance.
- Stronger alignment between supervisors and organizational goals.
- Reduced workplace conflicts and misunderstandings.
- Higher employee engagement and satisfaction.
- Enhanced leadership pipeline for future growth.

Instructional Methodology

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

- Strategy Briefings - Core supervisory responsibilities and leadership principles.
- Case Studies - Real-world examples of effective and ineffective supervision.
- Workshops - Practical exercises in giving feedback, delegating tasks, and resolving conflicts.
- Peer Exchange - Group discussions on supervisory challenges and solutions.
- Tools - Checklists, action plans, and performance management templates.

Course Outline

Training Hours: 9:00 AM – 4:00 PM **Format:** 3 Learning Modules | Breaks: 11:00 & 2:00

Day 1: The Professional Supervisor

- Module 1: Understanding Your Role (09:00 – 11:00)
 - Core responsibilities and expectations of a supervisor.
 - Balancing tasks, people, and priorities.
 - Transitioning from team member to leader.
- Module 2: Building Leadership and Communication Skills (11:15 – 1:15)
 - Communicating effectively with different team members.
 - Providing constructive feedback and recognition.
 - Motivating and engaging your team.
- Module 3: Managing Performance and Challenges (2:00 – 4:00)
 - Addressing performance issues and difficult situations.
 - Managing time, delegation, and accountability.
 - Creating a personal development and action plan.

Certification

Participants will receive a Certificate of Completion in Professional Supervision, recognizing their readiness to lead teams effectively and confidently in a supervisory role.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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Interested in running this course for your team?

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