

## THE EFFECTIVE SUPERVISOR

“Building Leadership, Communication, and Team Management Excellence”

### Schedule

Date	Venue	Fees (Face-to-Face)
05 - 09 Oct 2026	London - UK	USD 3495 per delegate

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

### Introduction

Supervisors play a critical role in translating organizational goals into team action. Positioned between frontline staff and upper management, effective supervisors must lead by example, communicate clearly, and manage performance—all while fostering motivation and accountability. However, many new or experienced supervisors are promoted without formal training in these essential skills.

This 5-day highly practical course equips supervisors with core leadership, communication, delegation, coaching, and performance management techniques. Participants will gain the tools and confidence to manage teams effectively, resolve conflicts constructively, and contribute to a culture of productivity and excellence.

### Objectives

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

- Transition from individual contributor to effective team leader
- Communicate clearly, confidently, and assertively with diverse personalities
- Delegate tasks appropriately and follow up for accountability
- Coach team members for growth and performance improvement
- Handle conflict, feedback, and performance issues professionally

## Why Attend

- Build a strong foundation in supervisory leadership and team management
- Gain practical tools to improve communication, planning, and team engagement
- Enhance your credibility, authority, and confidence as a supervisor
- Reduce misunderstandings, inefficiencies, and employee turnover
- Support your organization by developing a performance-driven team culture

## Target Audience

This program is designed for:

- Newly appointed supervisors or team leaders
- Experienced supervisors seeking a leadership refresher
- Line managers, foremen, and coordinators in all industries
- High-potential staff being prepared for supervisory roles
- Anyone managing people and team performance

## Individual Benefits

Key competencies that will be developed include:

- Leadership and emotional intelligence
- Delegation and time management
- Performance coaching and feedback
- Conflict resolution and difficult conversations
- Communication and motivation techniques

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved team morale, clarity, and productivity
- Better communication across departments and functions
- Stronger frontline leadership and accountability
- Reduction in absenteeism, conflict, and underperformance
- Increased alignment with organizational goals

## Instructional Methodology

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

- Strategy Briefings - Core concepts of leadership, management, and team dynamics
- Case Studies - Real-life supervisory challenges and best practices
- Workshops - Role-plays on delegation, conflict resolution, and coaching
- Peer Exchange - Group discussions and experience-sharing
- Tools - Delegation planners, coaching models, performance checklists

## Course Outline

### DETAILED 5-DAY COURSE OUTLINE

**Training Hours:** 07:30 AM – 03:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

#### Day 1: Transitioning into the Supervisory Role

- Module 1: Understanding the Supervisor's Role (07:30 – 09:30) • Differences between managing and doing • Leadership styles and situational effectiveness
- Module 2: Setting Goals and Managing Priorities (09:45 – 11:15) • SMART goals and aligning team efforts • Managing time, tasks, and expectations
- Module 3: Emotional Intelligence in Supervision (11:30 – 01:00) • Self-awareness, empathy, and social skills • Managing stress and modeling behavior
- Module 4: Workshop – Self-Assessment and Leadership Style (02:00 – 03:30) • Individual leadership inventory and action plan

#### Day 2: Communication, Delegation, and Motivation

- Module 5: Communication Techniques for Supervisors (07:30 – 09:30) • Listening actively and speaking assertively • Matching communication style to audience
- Module 6: Effective Delegation and Follow-Up (09:45 – 11:15) • What to delegate, how to delegate, and when • Overcoming barriers to delegation
- Module 7: Motivating Different Personality Types (11:30 – 01:00) • Intrinsic vs extrinsic motivation • Recognizing and reinforcing performance
- Module 8: Workshop – Delegation Role-Play (02:00 – 03:30) • Practice assigning tasks and setting expectations

#### Day 3: Coaching, Feedback, and Performance Management

- Module 9: Coaching for Development (07:30 – 09:30) • Coaching vs instructing vs mentoring • GROW coaching model for supervisors
- Module 10: Giving Constructive Feedback (09:45 – 11:15) • How to give feedback without resistance • Timing, tone, and framing techniques
- Module 11: Managing Underperformance (11:30 – 01:00) • Addressing performance gaps early • Documenting and following up effectively
- Module 12: Workshop – Feedback Scenarios (02:00 – 03:30) • Role-plays: delivering both praise and correction

#### Day 4: Team Building, Conflict Management, and Culture

- Module 13: Building High-Performing Teams (07:30 – 09:30) • Stages of team development (Tuckman Model) • Creating a positive, accountable work environment
- Module 14: Conflict Management and Resolution (09:45 – 11:15) • Common causes and early warning signs of conflict • Collaborative vs avoidance and compromise strategies
- Module 15: Supervisory Ethics and Professionalism (11:30 – 01:00) • Fairness, confidentiality, and role modeling • Dealing with difficult team members professionally
- Module 16: Workshop – Conflict Resolution Role-Plays (02:00 – 03:30) • Real-world scenarios and feedback sessions

#### Day 5: Final Integration and Personal Development

- Module 17: Problem Solving and Decision-Making (07:30 – 09:30) • Root cause analysis and decision grids • Supervisor involvement in continuous improvement
- Module 18: Action Planning and Goal Setting (09:45 – 11:15) • Developing your supervisory improvement roadmap • Setting short-term and long-term leadership goals
- Module 19: Participant Presentations (11:30 – 01:00) • Sharing personal action plans and key learning
- Module 20: Final Wrap-Up and Certification (02:00 – 03:30) • Course summary, feedback, and certificate distribution

## Certification

Participants will receive a Certificate of Completion in The Effective Supervisor, validating their leadership readiness and ability to manage teams, drive performance, and build positive workplace relationships.

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