MAWA EVENTS

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

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

CERTIFIED PROFESSIONAL SUPERVISOR (CPS)

"Equipping Supervisors with the Skills to Lead, Motivate, and Manage Teams Effectively"

Schedule

Date	Venue	Fees (Face-to-Face)
11 – 15 May 2026	Dubai – UAE	USD 3495 per delegate
15 – 19 Nov 2026	Manama – Bahrain	USD 3495 per delegate

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

Introduction

Supervisors serve as the critical link between management and frontline teams. Their ability to lead effectively, communicate clearly, and manage performance directly impacts productivity, morale, and operational success. As workplace dynamics evolve, so must the skills of those in supervisory roles.

The Certified Professional Supervisor (CPS) course is a comprehensive leadership development program designed to equip current and aspiring supervisors with practical tools and techniques for people management. This training blends modern leadership concepts with hands-on strategies to help supervisors manage teams confidently, resolve conflicts, and inspire high performance.

Objectives

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

- Apply key supervisory principles and leadership styles in real work scenarios
- Manage performance and deliver feedback with clarity and consistency
- Delegate tasks effectively and monitor progress for accountability
- Communicate assertively and resolve workplace conflicts professionally
- Motivate individuals and teams to achieve organizational objectives

MAWA EVENTS

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

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

Why Attend

- Develop the critical interpersonal and leadership skills needed for supervisory success
- Boost your confidence in handling team challenges and difficult conversations
- Learn how to set expectations, follow up, and hold staff accountable
- Bridge the gap between operational execution and leadership responsibility
- Gain a respected certification that enhances career advancement opportunities

Target Audience

This program is designed for:

- Newly appointed or soon-to-be supervisors
- Team leaders and shift leaders in operational environments
- Frontline managers in both office and field roles
- Experienced supervisors seeking to refresh or enhance their skills
- Technical professionals transitioning into supervisory responsibilities

Individual Benefits

Key competencies that will be developed include:

- Leadership and team management fundamentals
- Performance coaching and feedback delivery
- Task prioritization, delegation, and follow-through
- Effective communication, active listening, and conflict resolution
- Time and stress management in supervisory roles

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved team productivity through better supervision and motivation
- More consistent and fair performance management practices
- Reduced operational errors and enhanced workplace discipline
- Stronger team morale and reduced staff turnover
- A reliable pipeline of capable leaders ready for future advancement

Instructional Methodology

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

- Strategy Briefings – Supervisor responsibilities, leadership styles, and role expectations
- Case Studies – Common supervisory challenges and practical resolutions
- Workshops – Situational role plays, delegation exercises, and coaching simulations
- Peer Exchange – Group discussions on shared workplace experiences
- Tools – Supervision checklists, performance templates, and feedback guides

MAWA EVENTS

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

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

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: Foundations of Supervisory Leadership

- Module 1: The Role of the Supervisor (07:30 – 09:30) • Transitioning from team member to team leader
- Module 2: Essential Leadership Styles and Behaviors (09:45 – 11:15) • Directive, coaching, supportive, and delegative styles
- Module 3: Workshop – Leadership Style Self-Assessment (11:30 – 01:00) • Evaluate and reflect on personal leadership tendencies
- Module 4: Peer Exchange – Early Supervisory Experiences (02:00 – 03:30) • Group discussion on challenges faced in initial leadership roles

Day 2: Team Management and Delegation

- Module 5: Team Dynamics and Motivation (07:30 – 09:30) • Understanding team roles, needs, and performance cycles
- Module 6: Effective Delegation and Accountability (09:45 – 11:15) • Overcoming barriers to delegation and monitoring progress
- Module 7: Workshop – Delegation Planning Simulation (11:30 – 01:00) • Plan and assign tasks based on team strengths
- Module 8: Case Study – Improving Team Output through Delegation (02:00 – 03:30) • Analyze and resolve a team productivity issue

Day 3: Performance and Conflict Management

- Module 9: Setting Expectations and Giving Feedback (07:30 – 09:30) • Creating clear goals and using the feedback loop
- Module 10: Managing Underperformance and Difficult Behavior (09:45 – 11:15) • Corrective action, coaching, and progressive discipline
- Module 11: Workshop – Role Play: Giving Constructive Feedback (11:30 – 01:00) • Practice feedback delivery using real-world scenarios
- Module 12: Peer Exchange – How I Handled a Performance Challenge (02:00 – 03:30) • Group sharing and coaching

Day 4: Communication and Workplace Relationships

- Module 13: Assertive and Effective Communication (07:30 – 09:30) • Overcoming communication barriers and enhancing clarity
- Module 14: Conflict Resolution Skills (09:45 – 11:15) • Handling tension and maintaining professionalism
- Module 15: Workshop – Listening and Conflict Simulation (11:30 – 01:00) • Apply techniques in a guided conflict resolution activity
- Module 16: Case Study – Resolving Interpersonal Conflict in a Team (02:00 – 03:30) • Structured group discussion on workplace scenario

Day 5: Planning, Prioritization, and Personal Effectiveness

- Module 17: Time and Task Management for Supervisors (07:30 – 09:30) • Prioritization frameworks and schedule optimization
- Module 18: Stress Management and Work-Life Balance (09:45 – 11:15) • Recognizing burnout and maintaining wellness
- Module 19: Final Project – My Supervisory Action Plan (11:30 – 01:00) • Develop a personal improvement plan for supervisory success
- Module 20: Wrap-Up, Feedback, and Certification (02:00 – 03:30) • Review, reflection, and certificate awarding

Certification

Participants will receive a Certified Professional Supervisor (CPS) certificate, validating their readiness to lead and manage teams with confidence, clarity, and competence across a variety of workplace settings.

MAWA EVENTS

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

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

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**

Follow us: **Facebook** **Twitter** **YouTube** **LinkedIn** **Instagram**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.