

CERTIFIED PROFESSIONAL SUPERVISOR (CPS)

“Develop Strong Supervisory Skills to Lead Teams, Resolve Conflicts, and Drive Operational Excellence.”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

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

Introduction

The Certified Professional Supervisor (CPS) course equips new and experienced supervisors with the practical skills needed to manage people, lead teams, and meet organizational goals. This 5-day program focuses on the human side of supervision—communication, motivation, conflict resolution—as well as performance management and operational oversight. Participants will build leadership confidence and capability to make the transition from team member to team leader or enhance their current supervisory role.

Objectives

- By the end of this course, participants will be able to:
- Understand the key responsibilities and mindset of an effective supervisor
 - Communicate clearly and assertively with diverse teams
 - Manage performance and delegate tasks with confidence
 - Resolve workplace conflicts constructively
 - Lead teams toward productivity, morale, and accountability

Why Attend

This course provides practical supervisory techniques backed by proven leadership principles. It is ideal for professionals taking on leadership roles or wishing to improve their supervisory impact. The CPS certification signals readiness to lead teams and drive frontline performance.

Target Audience

- New or Aspiring Supervisors
- Team Leaders and Shift Supervisors
- Department Coordinators and Section Heads
- Technical Staff transitioning into supervisory roles
- Experienced supervisors seeking professional certification

Individual Benefits

- Gain essential leadership and interpersonal skills
- Improve confidence in handling team challenges
- Boost career opportunities with a respected certification
- Learn to lead with empathy, authority, and efficiency

Organizational Benefits

- Strengthen frontline leadership and accountability
- Improve employee morale and communication
- Increase team productivity and reduce turnover
- Build a pipeline of future managers and leaders

Instructional Methodology

- Interactive workshops, group exercises, and role-plays
- Scenario-based learning and conflict resolution simulations
- Real-world case studies and leadership reflections
- Daily self-assessment tools and team planning activities
- Certification-aligned exam and feedback sessions

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

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 Supervision

- Module 1: Role and Responsibilities of a Supervisor (07:30 – 09:30)
- Module 2: Leadership Styles and Supervisory Mindset (09:45 – 11:15)
- Module 3: Transitioning from Peer to Leader (11:30 – 01:00)
- Module 4: Building Credibility and Trust with Teams (02:00 – 03:30)

Day 2: Effective Communication & Team Dynamics

- Module 1: Active Listening and Giving Feedback (07:30 – 09:30)
- Module 2: Communication Styles and Barriers (09:45 – 11:15)
- Module 3: Leading Diverse and Multigenerational Teams (11:30 – 01:00)
- Module 4: Facilitating Teamwork and Collaboration (02:00 – 03:30)

Day 3: Performance & Task Management

- Module 1: Setting SMART Goals and Expectations (07:30 – 09:30)
- Module 2: Delegation, Prioritization, and Time Management (09:45 – 11:15)
- Module 3: Coaching and Mentoring Techniques (11:30 – 01:00)
- Module 4: Conducting Effective Team Meetings (02:00 – 03:30)

Day 4: Conflict Resolution & Problem Solving

- Module 1: Understanding Conflict Triggers and Types (07:30 – 09:30)
- Module 2: Conflict Resolution Strategies (09:45 – 11:15)
- Module 3: Handling Difficult Conversations (11:30 – 01:00)
- Module 4: Root Cause Analysis and Decision Making (02:00 – 03:30)

Day 5: Motivation, Ethics & Certification Review

- Module 1: Motivating Individuals and Teams (07:30 – 09:30)
- Module 2: Ethical Supervision and Leading by Example (09:45 – 11:15)
- Module 3: Performance Reviews and Employee Development (11:30 – 01:00)
- Module 4: Final Exam, Certification Wrap-Up & Action Plan (02:00 – 03:30)

Certification

Participants who complete the training and pass the final assessment will receive a Certificate of Completion – Certified Professional Supervisor (CPS). This certification validates your ability to manage teams, lead effectively, and support organizational goals with confidence.

Why Choose MAWA Events

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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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