MAWA EVENTS

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

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

ILM ENDORSED SUPERVISORY SKILLS

"Develop the Skills to Lead, Motivate, and Manage Teams Effectively at the Front Line."

Schedule

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

Introduction

Frontline supervisors play a critical role in translating organizational strategy into operational success. This ILM-endorsed Supervisory Skills course is designed to equip supervisors with the essential skills to manage teams effectively, drive performance, and foster employee engagement.

Participants will learn practical techniques for leadership, communication, delegation, performance management, and conflict resolution. Through interactive workshops, case studies, and hands-on exercises, supervisors will gain the confidence and competence needed to lead teams efficiently, motivate employees, and achieve operational goals.

Objectives

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

- Understand the roles and responsibilities of a supervisor.
- Develop leadership skills to motivate and guide team members.
- Enhance communication and interpersonal skills for effective supervision.
- Apply delegation, planning, and time management techniques.
- Manage team performance, provide constructive feedback, and coach employees.
- Resolve conflicts and handle workplace challenges professionally.
- Build trust, collaboration, and accountability within teams.
- Implement strategies to sustain high team performance and engagement.

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Why Attend

Effective supervisors are essential for operational efficiency, team engagement, and organizational success. This course equips supervisors with practical tools to manage teams effectively, improve productivity, and foster a positive workplace environment. Participants will leave ready to lead their teams with confidence, clarity, and authority.

Target Audience

This course is suitable for:

- Frontline Supervisors and Team Leaders
- First-Time Supervisors and Shift Managers
- Department Coordinators and Operational Leaders
- HR Professionals involved in leadership development
- Employees preparing for supervisory roles

Individual Benefits

- Develop leadership, communication, and team management skills.
- Gain confidence in delegating tasks and managing performance.
- Learn practical strategies to motivate, engage, and coach employees.
- Enhance problem-solving, decision-making, and conflict-resolution abilities.
- Build trust, credibility, and professional influence within teams.
- Improve personal effectiveness and career readiness for supervisory roles.

Organizational Benefits

- Strengthen frontline leadership capabilities.
- Enhance team productivity, engagement, and morale.
- Reduce conflicts, absenteeism, and turnover through effective supervision.
- Ensure alignment of team performance with organizational goals.
- Promote a culture of accountability, collaboration, and continuous improvement.
- Build a strong foundation for leadership pipelines within the organization.

Instructional Methodology

The training uses an interactive, practical approach through:

- Role-playing and scenario-based exercises
- Case studies of frontline supervision challenges
- Group discussions and collaborative problem-solving activities
- Workshops on delegation, coaching, communication, and performance management
- Self-assessment and reflective exercises
- Facilitator-led guidance with continuous feedback and Q&A sessions

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Course Outline

Module 1: Roles, Responsibilities, and Challenges of Supervisors

Module 2: Leadership Styles and Team Motivation

Module 3: Effective Communication and Interpersonal Skills

Module 4: Planning, Delegation, and Time Management

Module 5: Performance Management, Coaching, and Feedback Techniques

Module 6: Conflict Management and Problem-Solving

Module 7: Building Trust, Collaboration, and Accountability

Module 8: Managing Change and Workplace Challenges

Module 9: Enhancing Team Engagement and Productivity

Module 10: Capstone Activity – Developing a Personal Supervisory Action Plan

Certification

Upon successful completion, participants will receive an ILM-Endorsed Certificate in Supervisory Skills, recognizing their ability to lead teams effectively, manage performance, and drive operational success.

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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