Effective Supervisory Skills

- Have you equipped yourself with the essential supervisory skills to lead and inspire your team?

- Do you want to sharpen your supervisory abilities to boost both your performance and your team's results?

- Would you like to master the art of delegating, motivating, and guiding people—whether onsite or remote?

Introduction

Supervisors play a pivotal role in translating strategies into action, guiding teams, and ensuring performance excellence. They are not just task managers—they are leaders who set direction, build trust, and unlock potential in others. The most successful supervisors share key traits: they delegate wisely, support team development, and motivate individuals to achieve beyond expectations. *Effective Supervisory Skills* equips participants with a solid foundation in core supervisory competencies, including planning and assigning work, coaching and mentoring, performance management, and team motivation. Whether managing employees in person or virtually, this program provides practical tools and techniques to help supervisors lead with confidence. By mastering these skills, participants will be able to foster stronger teamwork, improve efficiency, and enhance organisational results.

Program Objectives

This program aims to:

- Train the new supervisor or manager to be effective in their new position
- Improve the performance of current supervisors and managers

Learning Outcomes

After completing this program, participants should be able to:

- Perform supervisory skills effectively
- Integrate technology into their supervisory process

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- Apply behavioural strategies in the supervisory process

Who should attend?

Newly promoted supervisors, Supervisors who have been in the role, but never received formal training, Supervisors who want to develop better management skills and be more effective in their role

Program Outline

Time	Day One
9.00am– 10.30am	**The Supervisor: The New Dimension** In this module, participants would learn the role of the supervisor in the new era. The supervisor would learn the various types of technology application to assist in the supervisory process.
10.30am-11.00am	**Morning Break**
11.00am-1.00pm	**Planning as the Supervisory Core Competencies** The participants would be trained in the practical supervisory skills on forecasting, developing objectives and strategies, tasking, scheduling, budgeting, developing policies, procedures and processes
1.00pm-2.00pm	**Lunch**
2.00pm-3.30pm	**Organising to ensure Supervisory Process Excellence** The participants would learn to define work, grouping work, assigning work and integrating work. With these basic skills, the supervisor can perform their task effectively.
3.30pm-4.00pm	**Tea Break**
4.00pm-5.00pm	**Leading and Controlling** The participants are shared on their role as a supervisor to continue motivating, communicating, decision making, selecting people and developing people. During the controlling process, the supervisor needs to develop standards, measuring performance, evaluating performance and correcting performance
Time	**Day Two**
9.00am– 10.30am	**Managing Performance: Practical approach.** As supervisors, managing performance is a cycle which includes clarifying expectations, setting objectives, identifying goals, providing feedback, and evaluating results. The participants would have the practical session to consistently define goals and objectives for employees, provide feedback in a way that motivates others, instil a good work ethic in staff and acts as a role model
10.30am-11.00am	**Morning Break**

11.00am-1.00pm	**Supervisory Skills: Employee Relationship Management** Building Relationships involves working to build and maintain healthy and effective relationships with people at all levels of the organisation. The participants would have the practical session to develop self and others, seek training opportunities for staff, continuous value learning, acknowledge and recognise the value of employees' contributions to the success of the workgroup
1.00pm-2.00pm	Lunch
2.00pm-3.30pm	**Supervisory Skills: Communicating Effectively** Communication is an essential supervisory skill, whether it is disseminating information, persuading, negotiating from top-down or bottom-up. The participants would have the practical session to promotes an environment where staff learn from their mistakes, use listening skills effectively, demonstrates assertiveness, not aggressiveness, and makes formal presentations effectively
3.30pm-4.00pm	**Tea Break**
4.00pm-5.00pm	**Supervisory Skills: Human Resources Management** Effective supervision requires that supervisors follow the guidelines and advice set forth by Human Resources. Some HR specific topics are not covered in this program. The participants would have the practice session to learn how to hire best employees for the job, motivate employees to do their best and go beyond their comfort zone, managing unions and unionised environment and to set standards, coach employees to achieve results.

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