



*Training Course:
Advanced Supervisory Skills*

*14 - 18 June 2027
Kigali (Rwanda)*

Training Course: Advanced Supervisory Skills

Training Course code: LS8265 From: 14 - 18 June 2027 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

Introduction

Effective supervision is essential for organizational success, team performance, and operational efficiency. Supervisors play a critical role in guiding employees, managing performance, improving communication, resolving workplace challenges, and ensuring that organizational objectives are achieved successfully.

The Advanced Supervisory Skills program is designed to help participants develop the practical leadership, communication, performance management, and team supervision skills required to become confident and effective supervisors. The program focuses on the transition from operational roles to supervisory responsibilities while strengthening participants' ability to motivate teams, delegate tasks, manage conflict, communicate effectively, and build influence within the workplace.

Participants will gain practical tools and techniques to enhance productivity, improve team relationships, support employee performance, and strengthen their leadership effectiveness.

Course Objectives

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

- Understand the roles and responsibilities of an effective supervisor.
- Differentiate between operational and supervisory functions.
- Apply key supervisory and leadership skills confidently.
- Set objectives and monitor team performance effectively.
- Motivate employees and improve workplace productivity.
- Apply delegation and performance management techniques.
- Manage workplace conflict and employee challenges professionally.
- Develop strong communication and questioning skills.
- Improve decision-making and team leadership capabilities.
- Build personal influence, empowerment, and leadership confidence.

Target Audience

- First-Line Supervisors
- Team Leaders
- New and Developing Managers
- Shift Supervisors
- Department Coordinators
- Professionals Transitioning into Supervisory Roles

- Employees with Leadership Potential

5-Day Training Outline

Day 1: Foundations of Effective Supervision

- Understanding the supervisory role
- Transitioning from employee to supervisor
- Supervisory responsibilities and expectations
- Supervisory styles and leadership approaches
- Essential skills of successful supervisors
- Common supervisory challenges and mistakes
- Building confidence as a supervisor

Day 2: Performance Management and Delegation

- Fundamentals of performance management
- Goal setting and business planning basics
- Productivity improvement through people management
- Strategic goal-setting techniques
- Delegation principles and best practices
- Assigning tasks effectively
- Monitoring performance and achieving results

Day 3: Motivation, Conflict Management, and Team Relations

- Understanding motivation and workplace behavior
- Herzberg's motivation theory
- Motivating different personality types
- Managing workplace conflict professionally
- Problem-solving and decision-making techniques
- Active listening and questioning skills
- Building positive working relationships

Day 4: Communication and Team Coordination

- Principles of effective communication
- Verbal and non-verbal communication skills
- Communication barriers and solutions
- Delivering clear and professional messages
- Conducting effective meetings and presentations
- Team communication and coordination
- Improving decision-making and communication effectiveness

Day 5: Building Influence and Personal Leadership

- Personal empowerment and leadership confidence
- Sources of personal power and influence
- Building trust and credibility

- Developing leadership presence
- Effective supervisory behaviors
- Personal and professional development planning
- Maintaining motivation and continuous improvement

Registration form on the Training Course: Advanced Supervisory Skills

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

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