



*Training Course:
Supervisory Skills and Development of leadership*

*12 - 16 April 2027
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Supervisory Skills and Development of leadership

Training Course code: PS1156 From: 12 - 16 April 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

Effective supervisors can make the difference between the success or failure of a company. Training your supervisors allows you to instill your company mission and values in your leaders, who pass them on to the front-line workers. Take advantage of this opportunity to train your new supervisors and sharpen the skills of your experienced ones. It pays to invest in yourself by attending training to enhance your skills and efficiency.

Course Objectives

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

- Define the scope, nature, and responsibility of the supervision role and the challenges this role places on them.
- Effectively communicate verbally and non-verbally with others.
- Apply their role as motivators.
- Identify their teamwork style and build an effective team.
- Practice professional techniques in providing positive discipline.
- Use different skills in interpersonal problem-solving and conflict management

Target Audience

This program is designed for:

- Newly appointed supervisors who are transitioning from operational roles to leadership positions.
- Current supervisors seeking to enhance their managerial and interpersonal skills.
- Team leaders and shift leaders responsible for managing frontline employees.
- Junior to mid-level managers who want to strengthen their supervision and team management capabilities.
- Professionals involved in overseeing daily operations and ensuring team performance and productivity.

Course Outlines

Day 1: Being a Supervisor Today

- Myths about Supervision
- Supervisors Key Tasks

- Essential Skills for Supervisors
- Responsibilities and Challenges
- Problems Supervisors Encounter

Day 2: Communicating Effectively

- The Communication Process
- Approaches to Interpersonal Relationships with Employees
- Ten Commandments of Human Relations
- Developing Effective Listening Habits
- The Value of Feedback
- Techniques in Providing Feedback
- Guidelines for Assertive Communication

Day 3: Motivating your Workforce

- Definitions of Motivation
- Myths about Motivation
- Motivation and Performance
- Different Workable Motivational Theories
- Building a Motivational Environment

Day 4: Working with Teams

- Identifying your Teamwork Style
- Supervisors Involvement with Teams
- Team Process Facilitation
- Obstacles to Effective Teamwork
- Overcoming Obstacles to Effective Teamwork
- Team Decision-Making Procedures

Orientation and Positive Discipline

- Perceptions During Orientation
- Orientation and Follow Up
- Use of Progressive Disciplinary Practices
- Types of Reinforcement
- Applying Reinforcement Strategies

Day 5: Creative Interpersonal Problem-Solving

- Interpersonal Problem-Solving Process
- Steps for Interpersonal Problem-Solving
- Encouraging Creative Thinking
- Applying Brainstorming Formats and Mechanics
- Key Conflict Management Skills

Registration form on the Training Course: Supervisory Skills and Development of leadership

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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

- ☐ Please find enclosed a cheque made payable to Global Horizon
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