



*Training Course:
Essential Supervisory Skills*

*18 - 22 January 2027
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Essential Supervisory Skills

Training Course code: PC9332 From: 18 - 22 January 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

This course is designed for managers and supervisors seeking to develop essential leadership skills. It combines practical exercises with leadership theory to equip participants with the tools, techniques, and confidence needed to lead teams effectively, handle conflict, and drive performance in any professional environment.

Course Objectives

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

- Understand the roles and responsibilities of an effective supervisor and team leader.
- Apply recognized leadership styles to guide teams toward success.
- Communicate effectively with diverse personalities.
- Motivate individuals and teams to achieve high performance.
- Provide constructive feedback and set SMART objectives.
- Resolve conflicts and manage difficult behaviors.
- Delegate tasks efficiently and manage time effectively.
- Coach team members and conduct productive one-to-one meetings.

Target Audience

- Newly appointed managers and supervisors
- Team leaders seeking to improve leadership skills
- Individuals aspiring to take on supervisory or managerial roles
- Professionals responsible for managing teams or projects

Course Outline - 5 Days

Day 1 - Leadership Foundations

- Defining the roles of Manager, Supervisor, and Team Leader
- Key skills, attributes, and qualities of an effective leader
- Establishing credibility and authority
- Overview of leadership styles and their application

Day 2 - Motivating and Managing People

- Techniques to motivate individuals and teams
- Understanding team dynamics
- Handling difficult people and situations Conflict Management
- Delivering feedback effectively

Day 3 - Communication Skills

- Adapting communication styles for different personalities
- Effective listening and questioning techniques
- Conducting productive one-to-one meetings
- Influencing and persuading team members

Day 4 - Delegation and Time Management

- Principles and techniques of effective delegation
- Organizing tasks and managing workloads
- Time management strategies for supervisors
- Balancing priorities and optimizing productivity

Day 5 - Coaching, Performance, and Team Meetings

- Coaching techniques for individual development
- Setting SMART objectives and monitoring performance
- Conducting productive team meetings
- Applying learned skills to real-world supervisory scenarios
- Course review and personal action planning

Registration form on the Training Course: Essential 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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Position:
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Personal E-Mail:
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Payment Method

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