



*Conference:
Mastering Supervisory Skills*

*17 - 21 January 2027
Amman (Jordan)*

Conference: Mastering Supervisory Skills

Conference code: CO8003 From: 17 - 21 January 2027 Venue: Amman (Jordan) - Conference Fees: 4550 € Euro

Introduction

This program is designed to help supervisors strengthen their leadership and management capabilities in modern organizations. It enables participants to understand their role more clearly, improve team performance, and develop effective working practices that enhance communication, delegation, and decision-making. The course focuses on building practical supervisory skills that support both individual and team development while improving overall organizational effectiveness.

Objectives

- extend their understanding of the supervisor's role and the processes of managing up, down, and across the organization
- develop a strategy for enhancing the effectiveness of their teams
- develop a strategy to support and develop the performance of each member of their staff
- review their working practices and managerial style

Target Audience

This program is designed for:

- Supervisors and second-line supervisors
- Team leaders responsible for managing staff performance
- Experienced supervisors seeking to strengthen leadership skills
- Shift leaders and operational coordinators
- Professionals transitioning into supervisory roles
- Individuals responsible for managing teams, performance, and daily operations

Outlines

DAY 1 - Programme introduction/The Supervisor's Role and Competences

- Program introduction and objectives
- Action planning
- Roles and responsibilities of the supervisor
- The competency concept - measuring actual behaviors against the model
- Understanding organizational culture and
- Developing a network of relationships and influence

DAY 2 - Delegation and Management Style/Team-Working and Leadership

- Delegation skills and empowerment
- Management style - "situational" & "differential" leadership models
- Group dynamics and team formation

- Conflict and conformity in group situations
- Problem-solving and decision making
- Managing team meetings

DAY 3 - Managing Performance & Relationships /Personal Effectiveness &Time Management

- Assertiveness
- People problems and problem people
- Constructive criticism - giving and receiving
- Discipline
- Fundamental principles for time management
- Managing time with other people in mind
- Planning and priority setting
- Interruptions and accessibility
- Understanding stress and managing stressed staff

DAY 4 - Communication Skills/Managing Performance & Relationships

- Improving communications and relationships
- Dimensions of staff performance
- Practical motivation
- Appraisal - case studies in performance management
- Coaching and developing staff - the skills of on-job training

DAY 5 - Managing change and continuous improvement/action planning

- Concept of continuous improvement
- Improving systems and processes - engaging and enthusing the team
- Creative thinking techniques
- Implementing change
- Influencing skills - making a case and managing the "politics"
- Action planning and program review

Registration form on the Conference: Mastering Supervisory Skills

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