



TM032: Fundamental Supervisory Skills

Training Description:

This training course is designed to equip current and aspiring supervisors with the essential knowledge, tools and competencies required to effectively lead teams and manage day-to-day operations. Supervisors play a critical role in bridging the gap between management and employees, ensuring that organizational goals are translated into actionable tasks while maintaining productivity, morale and accountability.

This intensive training course provides a structured approach to understanding the core responsibilities of supervision, including leadership fundamentals, communication skills, performance management, problem-solving, conflict resolution and team motivation. Participants will explore how to transition successfully from individual contributor to supervisory roles, develop confidence in decision-making and strengthen their ability to guide and influence team members.

By the end of the training program, participants will be able to manage teams more effectively, handle workplace challenges with professionalism and contribute to improved operational performance. This workshop enhances leadership presence, strengthens managerial competence and builds confidence in supervisory decision-making.

Training Objectives:

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

- ✓ Understand the roles and responsibilities of an effective supervisor
- ✓ Differentiate between leadership and management functions
- ✓ Apply effective communication techniques in the workplace
- ✓ Delegate tasks and manage team performance efficiently
- ✓ Provide constructive feedback and conduct performance discussions
- ✓ Motivate employees and build high-performing teams
- ✓ Manage workplace conflict and resolve problems professionally
- ✓ Apply time management and prioritization techniques
- ✓ Make sound decisions using structured problem-solving methods
- ✓ Strengthen accountability and team engagement
- ✓ Improve workplace discipline and employee relations
- ✓ Enhance reporting and documentation skills

Training Designed for:

This training course is intended for newly appointed supervisors, team leaders and shift supervisors seeking to strengthen their supervisory capabilities. It is also suitable for experienced supervisors who wish to refine their leadership approach and enhance team performance. Professionals working in manufacturing, operations, logistics, healthcare, construction, service industries and corporate environments who are responsible for overseeing teams will benefit significantly from this program. Employees preparing for promotion into supervisory roles will also gain valuable foundational skills.

Training Requirement:

"Hands on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

ROLE OF THE SUPERVISOR AND LEADERSHIP FOUNDATIONS

❖ Understanding Supervisory Responsibilities and Leadership Principles

- The transition from employee to supervisor
- Roles and responsibilities of a supervisor
- Leadership vs management concepts
- Key supervisory competencies
- Setting expectations and establishing standards
- Building credibility and trust
- Ethical leadership and professional conduct
- Communication fundamentals for supervisors
- Practical exercise: Self-assessment of supervisory strengths

DAY TWO:

EFFECTIVE COMMUNICATION AND TEAM ENGAGEMENT

❖ Strengthening Workplace Communication and Collaboration

- Verbal and non-verbal communication skills
- Active listening techniques
- Giving clear instructions and setting goals
- Conducting effective meetings
- Managing upward and downward communication
- Handling difficult conversations
- Building teamwork and collaboration
- Cultural awareness and workplace diversity
- Role play: Communication challenges in supervision

DAY THREE:

PERFORMANCE MANAGEMENT AND MOTIVATION

❖ Driving Productivity and Accountability

- Setting SMART performance goals
- Monitoring and evaluating employee performance
- Coaching and mentoring team members
- Providing constructive feedback
- Conducting performance appraisals
- Understanding employee motivation theories
- Reward and recognition strategies
- Managing underperformance
- Workshop: Conducting a performance discussion

DAY FOUR:

PROBLEM-SOLVING, DECISION-MAKING AND CONFLICT MANAGEMENT

- ❖ **Managing Workplace Challenges Effectively**
 - Structured problem-solving techniques
 - Root cause analysis methods
 - Decision-making models for supervisors
 - Risk assessment in operational decisions
 - Identifying sources of workplace conflict
 - Conflict resolution strategies
 - Negotiation and mediation skills
 - Managing disciplinary procedures
 - Case study: Resolving a team conflict scenario testing

DAY FIVE:

TIME MANAGEMENT, ACCOUNTABILITY AND SUPERVISORY EXCELLENCE

- ❖ **Enhancing Operational Efficiency and Professional Growth**
 - Time management and prioritization tools
 - Delegation strategies and workload distribution
 - Monitoring team productivity
 - Documentation and reporting best practices
 - Managing stress and maintaining resilience
 - Continuous improvement and supervisory development
 - Building a positive team culture
 - Developing a personal supervisory action plan
 - Final group presentation: Supervisory improvement strategy
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

Aisha Relativo - Training & Career Development Manager

aisha@cmc-me.com / training@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615