

# The (A - Z) Supervisory Skills

Management & Leadership  
Geneva (Switzerland)  
28 Apr - 02 May 2025

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## The (A - Z) Supervisory Skills

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### Introduction

As a supervisor, the success of your organization rests in your hands. This course provides you with the opportunity to develop highly effective and essential supervisory skills that will strengthen teamwork and organizational success. Also, this course will help you manage everyday operations with greater ease. Furthermore, it will help you leverage both your managerial and people skills to meet your new challenges as a 21st-century supervisor.

### Course Objectives of The A - Z Supervisory Skills

- Define the supervisor's three roles and his/her related competencies for optimal performance
- Apply the essential supervisory functions that are key for the success of the team
- Use powerful communication skills in order to maintain trust and boost cooperation
- Implement effective coaching/mentoring techniques to help the team progress and grow
- Apply effective time management techniques to increase the productivity of the team

### The A - Z Supervisory Skills Course Outlines

#### Day 1

##### Being a supervisor today

- Scope and nature of supervision
- The supervisor's three distinct roles
  - An operational role
  - A leadership role
  - A communication role
- The supervisor's skills checklist
  - Technical
  - Human
  - Conceptual
- The supervisor's competency self-assessment inventory
- The supervisor's image - 'A True Story'

#### Day2

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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### The main supervisory functions

- Planning the course of action to achieve operational goals
- Organizing the work of the team
  - Identifying the work to be performed
  - Delegating to empower
- Coordinating the work of the team
  - Ensuring that all efforts move smoothly
  - Supporting the team to increase productivity
- Building and leading a synergized team
- Ensuring that performance conforms to plans
- Establishing standards for high performance
- Implementing effective problem-solving techniques

### Day 3

#### The supervisor as a powerful communicator

- Generating enthusiasm using two-way communication
- Leveraging the power of a positive attitude in your team
- Maintaining an atmosphere of trust and cooperation
- Developing the habits of an active listener
- Using body language to make a bigger impact
  - Visual
  - Vocal
- Building rapport with the team - 'The Mirroring Technique'
- Writing professional and accurate E-mails
- Providing proper orientation and positive discipline

### Day 4

#### Monitoring and developing the team's performance

- Monitoring your team's progress
- Helping the team members build on their strengths
- Increasing the team's productivity
- Identifying the right time for coaching
- Identifying the right time for mentoring
- Being accessible and providing support

### Day 5

#### Managing time effectively to increase productivity

- Keeping a to-do-list
- Prioritizing your typical day
- Breaking tasks down into steps
- Using a progress report to track schedule

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- Learning how to avoid typical time wasters
  - Self-imposed time wasters
  - System-imposed time wasters
- Making your meetings short and productive

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