

# **SUPERVISORY MANAGEMENT**

## **Guiding Teams to Success**

**US 13912 / NQF Level 3 / Non-Credit Bearing**

***“Boost team performance and achieve organisational goals”***

Leading a team effectively goes beyond overseeing tasks; it's about motivating individuals, managing performance, and fostering an environment where everyone thrives. As a supervisor or team leader, your role is pivotal in driving team success. This engaging and practical course equips you with essential leadership skills, providing clarity about your responsibilities, accountability, and the behaviours necessary to achieve great results.

Reflect on your strengths and areas for growth as a leader, discover practical tools to enhance team performance, manage conflicts proactively, and create a positive workplace culture. Through interactive sessions and self-reflective activities, you will gain the confidence and skills required to elevate both your team's productivity and morale.

### **WHO SHOULD ATTEND**

- Team Leaders, Supervisors, and First-line Managers
- Managers of business units with supervisory roles
- Small business managers responsible for supervising staff

### **HOW YOU WILL BENEFIT**

- Clarify your role and responsibilities as a supervisor or team leader
- Enhance your leadership skills to influence team behaviour positively
- Improve team performance, reduce conflict, and increase accountability
- Gain confidence in managing your team towards achieving organisational goals

*Two-day course 08:30 - 16:00*

*Tel: (031) 267 1229*

*[sales@kznbtcc.co.za](mailto:sales@kznbtcc.co.za) / [www.kznbusinesstraining.co.za](http://www.kznbusinesstraining.co.za)*

## **WHAT WILL BE COVERED**

### **Enhancing your self-awareness as a leader**

- Identifying your leadership strengths and addressing areas for improvement
- Creating a Personal Development Plan (PDP) for continuous growth

### **Understanding your role within the organisation**

- Interpreting your organisation's structure and where you fit
- Clarifying expectations and aligning your leadership approach accordingly
- Leveraging organisational values and ethics to guide behaviour and decisions
- Applying the code of conduct effectively to maintain high standards

### **Managing conflict and building team harmony**

- Identifying and proactively addressing team conflicts
- Practical strategies for creating a positive and healthy team environment
- Recognising factors that reduce team efficiency and addressing them effectively
- Utilising available support systems to reinforce team cohesion and performance

### **Understanding team dynamics**

- Assessing team strengths and weaknesses for targeted development
- Evaluating individual strengths and weaknesses within your team
- Identifying and addressing situations that cause team dissatisfaction
- Reinforcing positive team interactions to foster collaboration

### **Developing action plans to boost team performance**

- Setting clear and achievable goals for team enhancement
- Creating actionable plans with measurable objectives
- Engaging your team through collaborative goal setting and decision-making
- Monitoring progress and refining plans to sustain performance improvements

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