

SUPERVISORY SKILLS

Effectively Supervise, Develop, and Support Your Team

Non-Credit Bearing

Effective supervision is the key to a motivated, high-performing team. A supervisor's ability to lead, coach, and manage performance directly impacts employee engagement, productivity and overall workplace morale.

This course equips supervisors with the practical skills and confidence to manage day-to-day responsibilities, provide clear direction, give constructive feedback, and handle performance challenges professionally. By mastering these essential supervisory skills, you will build stronger teams, drive better results, and create a positive, growth-oriented work environment - benefiting both your employees and organisation.

WHO SHOULD ATTEND

- Supervisors and Team Leaders looking to enhance their leadership skills
- Designated future Supervisors and Team Leaders as part of their Personal Development Plan
- Anyone managing peers or direct reports, and looking to improve their approach

HOW YOU WILL BENEFIT

- Maximise your company's competitive advantage through motivated staff
- Improved communication skills within all aspects of the organisation
- Unlock the full potential of your staff through strong leadership and coaching
- Demonstrate, through both words and actions, how much you value your team
- Foster a workplace culture where learning, growth, and contributions thrive
- Understand basic labour law principles to ensure fair and legal people management

WHAT WILL BE COVERED

Mastering Day-to-Day Management

- Principles of effective supervision and leadership
- Key techniques to engage, support, and guide employees
- Strategies to maintain self-esteem and encourage problem-solving
- Strengthen active listening and responding with empathy
- Creating inclusive problem-solving discussions to engage your team

One-day course 08:30 -16:00

Tel: (031) 267 1229

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Coaching and giving feedback

- The coaching process: what great supervisors do
- Key stages of coaching and how to develop employees effectively
- Best practices for giving constructive feedback that drives improvement

Managing poor performance

- Understanding why managers avoid addressing poor performance
- Procedures and processes for managing underperformance
- Role plays and real-world scenarios to determine appropriate action

Supervisory essentials of Labour Law

- Overview of the Employment Equity Act and its impact on supervision
- Understanding the difference between fair and unfair discrimination
- Key points from the Basic Conditions of Employment Act (BCEA) every supervisor should know
- Interactive BCEA discussion to understand practical applications

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