

ADVANCED SUPERVISORY SKILLS



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TRAINING CENTER



Introduction

Supervisors turn plans into completed work, and their skill determines whether a section meets its targets or falls short. The Advanced Supervisory Skills Training Course builds the practical abilities that first-line leaders rely on every shift. Participants learn to plan and allocate work, set performance standards, monitor output and quality, and correct problems before they grow. Furthermore, the course covers communication, feedback, coaching, and fair handling of conduct matters. In addition, it addresses safety responsibility, team motivation, and shift coordination. As a result, participants return able to lead their section with consistency and measurable improvement.

Advanced Supervisory Skills Course Objectives

- Apply the situational leadership model to supervising individual team members.
- Plan and allocate daily and weekly work against clear standards.
- Set output and quality expectations with measurable criteria.
- Monitor performance using checklists, KPIs, and short interval control.
- Give constructive feedback using the SBI model and structured reviews.
- Coach team members on the job using the GROW model.
- Handle absence, lateness, and conduct issues fairly and consistently.
- Run effective shift handovers and pre-work briefings.
- Apply root cause analysis to recurring operational problems.
- Build motivation, teamwork, and trust within the supervised team.

Course Methodology

- Instructor-led sessions linking supervisory practice to daily operations.
- Practical exercises in work allocation, briefings, and feedback delivery.
- Case studies of supervisory challenges in service and industrial settings.

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- Role-play exercises on difficult conversations and on-the-job coaching.
- Group workshops building checklists, handover formats, and work standards.
- Continuous knowledge checks and a final assessed supervisory project.

Who Should Take This Course

- First-line supervisors and team leaders.
- Shift leaders and section heads in operations.
- Foremen and workshop or site supervisors.
- Team leaders in service and public sector functions.
- Experienced staff moving into supervisory responsibility.
- Supervisors seeking to strengthen daily leadership practice.

Advanced Supervisory Skills Course Outlines

Day 1: The Supervisory Role in Practice

- What supervision means in daily operations.
- Moving from doing the work to leading the work.
- Authority, responsibility, and accountability boundaries.
- Communication with managers, peers, and team members.
- Setting personal standards of fairness and conduct.
- Situational leadership applied to individual team members.
- Workshop: defining a supervisory role profile.

Day 2: Work Planning and Allocation

- Daily and weekly work planning and allocation.



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- Matching tasks to capability, availability, and development needs.
- Capacity planning and managing workload peaks.
- Setting clear standards for quality and output.
- Checklists, work instructions, and standard procedures.
- Pre-work briefings and toolbox talks.
- Workshop: building a daily work allocation plan.

Day 3: Monitoring Performance and Quality

- Monitoring progress with short interval control.
- Supervisory KPIs: output, quality, rework, and on-time completion.
- Quality checks, inspections, and defect recording.
- Handling deviations and correcting work in progress.
- Shift handovers and structured shift reporting.
- Root cause analysis for recurring problems.
- Workshop: running a shift handover and quality check.

Day 4: Leading, Coaching, and Developing People

- Motivating individuals and building team morale.
- Giving feedback using the SBI model.
- Coaching on the job with the GROW model.
- Recognition practices that reinforce good performance.
- Handling absence, lateness, and conduct fairly.
- Managing conflict and difficult behaviour early.
- Workshop: delivering feedback and a coaching conversation.





Day 5: Safety, Improvement, and Supervisory Impact

- Safety awareness and the supervisor's duty to the team.
- Near-miss reporting and incident follow-up.
- Continuous improvement and team suggestion schemes.
- Supervisory time management and priority setting.
- Managing pressure, fatigue, and workload control.
- Building a personal supervisory development plan.
- Workshop: presenting a supervisory improvement plan.

Conclusion

By successfully completing the Advanced Supervisory Skills Training Course, participants will have acquired the knowledge to plan and allocate work, set and monitor performance standards, coach team members, deliver constructive feedback, and handle conduct and safety matters fairly. They will also gain the ability to run effective handovers and improve daily operations through systematic problem solving. Furthermore, the course prepares supervisors to lead their section consistently and build team trust. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready supervisory practice.

FAQs



Q1 What is the "Advanced Supervisory Skills" course about?

It is a practical programme on the daily work of first-line supervision. It covers work planning and allocation, setting output and quality standards, monitoring progress, feedback and on-the-job coaching, fair handling of absence and conduct, shift handovers, safety responsibility, and continuous improvement.

Q2 What are the key benefits of the "Advanced Supervisory Skills" course?

Participants gain the confidence to run their section without constant escalation, which lifts output and reduces rework. The course lowers avoidable conflict and conduct problems, improves quality and on-time completion, strengthens safety follow-up, and builds team morale under consistent supervision.

Q3 What skills will I gain from the "Advanced Supervisory Skills" course?

Work planning, allocation and standards setting; performance monitoring with KPIs and quality checks; feedback, coaching and fair handling of conduct; and shift handovers, safety awareness and daily problem solving.



Q4 What tools, methods, or standards are covered in the "Advanced Supervisory Skills" course?

The course covers the situational leadership model, short interval control for progress monitoring, supervisory KPIs, checklists and work instructions, standard operating procedures, shift handover formats, pre-work briefings and toolbox talks, the SBI feedback model, the GROW coaching model, and root cause analysis techniques such as the five whys.

Q5 How is the "Advanced Supervisory Skills" course applied in real-world practice?

Graduates apply it by planning and allocating daily work, briefing the team before each task or shift, and checking quality as work progresses. They also give feedback on the spot, coach members through unfamiliar tasks, address lateness or conduct issues early and consistently, run structured handovers, and report section results to their managers.