

ADVANCED TEAM MANAGEMENT AND SUPERVISING



GENTEX[®]
TRAINING CENTER



Introduction

Managing and supervising a team requires two capabilities at once: organising the work and leading the people who perform it. The Advanced Team Management and Supervising Training Course develops both together rather than treating them as separate disciplines. Participants learn to plan and allocate work, set standards, monitor output and quality, and supervise performance fairly. Furthermore, the course covers delegation, coaching, feedback, and handling conduct issues early. In addition, it addresses motivation, conflict resolution, and safety responsibility. As a result, participants return able to run a section with clear standards, consistent supervision, and measurable results.

Advanced Team Management and Supervising Course Objectives

- Plan, allocate, and coordinate team workload against clear standards.
- Apply the situational leadership model to supervising individual team members.
- Set output and quality expectations with measurable criteria.
- Monitor performance using checklists, KPIs, and short interval control.
- Delegate with defined authority, ownership, and follow-up discipline.
- Coach team members using the GROW model and structured reviews.
- Give constructive feedback using the SBI model.
- Handle absence, lateness, and conduct issues fairly and consistently.
- Run effective team briefings, shift handovers, and performance reviews.
- Build motivation, teamwork, and trust within the supervised team.

Course Methodology

- Instructor-led sessions linking supervision practice to daily operations.

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- Practical exercises in work allocation, delegation, briefings, and feedback.
- Case studies of supervisory challenges in service and industrial settings.
- Role-play exercises on difficult conversations and on-the-job coaching.
- Group workshops building team charters, RACI maps, and KPI sets.
- Continuous knowledge checks and a final assessed supervision project.

Who Should Take This Course

- Team leaders, supervisors, and section heads.
- Shift leaders and foremen in operational environments.
- Department managers with direct supervisory duties.
- Newly appointed managers taking charge of a team.
- Experienced staff moving into supervisory responsibility.
- Supervisors seeking to sharpen daily management practice.

Advanced Team Management and Supervising Course Outlines

Day 1: The Management and Supervisory Role

- What supervision means in daily operational practice.
- Moving from doing the work to managing and leading it.
- Authority, responsibility, and accountability boundaries.
- Team structures, reporting lines, and decision rights.
- Communication with managers, peers, and team members.
- Setting personal standards of fairness and consistency.
- Workshop: defining a supervisory and management role profile.





Day 2: Work Planning, Allocation, and Delegation

- Daily and weekly work planning and workload balancing.
- Matching tasks to capability, availability, and development needs.
- Capacity planning and managing workload peaks.
- Delegation levels with defined authority and ownership.
- Setting clear standards for quality and output.
- Pre-work briefings and task confirmation.
- Workshop: building a work allocation plan with delegation levels.

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.
- Team briefings, shift handovers, and structured reporting.
- Root cause analysis for recurring problems.
- Workshop: running a shift handover and quality review.

Day 4: Leading, Coaching, and Developing People

- Motivation drivers and what engages team members.
- Coaching on the job with the GROW model.
- Feedback using the SBI model and structured performance reviews.
- Recognition practices that reinforce good performance.
- Handling absence, lateness, and conduct fairly and early.

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- Managing conflict and difficult behaviour constructively.
- Workshop: delivering feedback and a coaching conversation.

Day 5: Safety, Improvement, and Supervisory Impact

- Safety awareness and the supervisor's duty of care 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 supervision development plan.
- Workshop: presenting a team management improvement plan.

Conclusion

By successfully completing the Advanced Team Management and Supervising Training Course, participants will have acquired the knowledge to plan and allocate work, set and monitor performance standards, delegate with clear ownership, coach and develop their teams, and handle conduct and safety matters fairly. They will also gain the ability to run effective briefings, handovers, and performance reviews. Furthermore, the course prepares supervisors to lead their section consistently and earn their team's trust. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready management and supervision.

FAQs





Q1 What is the "Advanced Team Management and Supervising" course about?

It is a practical programme on managing and supervising a working team. It covers work planning and allocation, delegation with clear authority, setting output and quality standards, monitoring performance, coaching and feedback, fair handling of absence and conduct, team briefings and handovers, safety responsibility, and continuous improvement.

Q2 What are the key benefits of the "Advanced Team Management and Supervising" course?

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

Q3 What skills will I gain from the "Advanced Team Management and Supervising" course?

Work planning, allocation and delegation with defined authority; performance monitoring with KPIs and quality checks; coaching, feedback and performance review handling; and team briefing, shift handover, safety follow-up and problem solving.



Q4 What tools, methods, or standards are covered in the "Advanced Team Management and Supervising" course?

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

Q5 How is the "Advanced Team Management and Supervising" 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 delegate with clear authority levels, coach members through unfamiliar tasks, give feedback on the spot, address lateness or conduct issues early and consistently, and report section results and risks to their managers.