

BUILDING CORE SUPERVISORY & TEAM COMPETENCIES



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TRAINING CENTER



Introduction

Supervisors succeed when their own competencies and their team's capabilities develop together, and most programs address only one of the two. The Building Core Supervisory & Team Competencies Training Course develops both in a single connected programme. Participants learn to plan and allocate work, set standards, supervise performance, and coach their team to higher capability. Furthermore, the course covers team diagnostics, trust, role clarity, and motivation. In addition, it addresses conflict resolution, safety responsibility, and performance measurement. As a result, participants return able to strengthen their own supervisory practice while raising the competence of the whole team.

Building Core Supervisory & Team Competencies Course Objectives

- Plan, allocate, and coordinate team workload against clear standards.
- Apply the situational leadership model to individual team members.
- Run team diagnostics using the Tuckman model and RACI clarity.
- Build trust, psychological safety, and shared working standards.
- Set output and quality expectations with measurable criteria.
- Coach team members on the job using the GROW model.
- Give constructive feedback using the SBI model and structured reviews.
- Handle performance, conduct, and absence issues early and fairly.
- Resolve team conflict constructively and build motivation.
- Measure team capability and performance with clear KPIs.

Course Methodology

- Instructor-led sessions linking supervision practice to team capability.

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- Team diagnostic exercises and supervisory self-assessment.
- Case studies of supervisory and team development in several sectors.
- Role-play exercises on coaching, feedback, and conflict conversations.
- Group workshops building team charters, RACI maps, and competency plans.
- Continuous knowledge checks and a final assessed competency project.

Who Should Take This Course

- First-line supervisors and team leaders.
- Newly appointed managers and section heads.
- Foremen and operational supervisors.
- Team leaders in service and public sector functions.
- Experienced staff moving into supervisory responsibility.
- Supervisors aiming to raise their team's overall capability.

Building Core Supervisory & Team Competencies Course Outlines

Day 1: The Supervisory Role and Team Foundations

- What supervision means in daily operational practice.
- Authority, responsibility, and accountability boundaries.
- Team development stages according to Tuckman.
- Situational leadership applied to individual team members.
- Supervisory self-assessment of strengths and gaps.
- Setting personal standards of fairness and consistency.
- Workshop: running a team diagnostic on your own team.





Day 2: Work Planning, Standards, and Allocation

- Daily and weekly work planning and allocation.
- 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 task confirmation.
- Workshop: building a work allocation plan and standards set.

Day 3: Team Roles, Trust, and Working Norms

- Clarifying roles, responsibilities, and decision rights.
- Applying the RACI matrix to team processes.
- Building trust and psychological safety.
- Team charters, ground rules, and ways of working.
- Communication norms across shifts and remote members.
- Handling dysfunctional behaviour early.
- Workshop: building a team charter and RACI map.

Day 4: Coaching, Feedback, and Performance

- Coaching on the job with the GROW model.
- Structured feedback using the SBI model.
- Performance monitoring with KPIs and quality checks.
- Setting improvement expectations with support plans.
- Handling lateness, absence, and conduct early and fairly.

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- Managing conflict and difficult behaviour constructively.
- Workshop: coaching practice with structured feedback.

Day 5: Team Capability, Improvement, and Impact

- Motivation drivers and sustaining team morale.
- Skills matrices and team capability planning.
- Team KPIs: engagement, output, quality, and retention.
- Continuous improvement and lessons learned routines.
- Safety awareness and the supervisor's duty to the team.
- Building a personal supervisory and team development plan.
- Workshop: presenting a team competency development plan.

Conclusion

By successfully completing the Building Core Supervisory & Team Competencies Training Course, participants will have acquired the knowledge to plan and allocate work, set and monitor standards, clarify team roles, coach and develop members, and handle performance and conduct matters fairly. They will also gain the ability to build trust, resolve conflict, and measure both team capability and results. Furthermore, the course prepares supervisors to raise the standard of the whole team rather than carrying the load alone. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready supervisory and team development.

FAQs





Q1 What is the "Building Core Supervisory & Team Competencies" course about?

It is a practical programme that develops supervisory skill and team capability together. It covers work planning and allocation, standards setting, team diagnostics and role clarity, trust and working norms, coaching and feedback, performance and conduct handling, conflict resolution, and team capability measurement.

Q2 What are the key benefits of the "Building Core Supervisory & Team Competencies" course?

Participants gain a working method that improves their own supervision while lifting the whole team's capability. The course reduces duplicated effort and unclear roles, strengthens coaching and feedback, lowers avoidable conflict and turnover, and gives supervisors measurable indicators for both team output and team competence.

Q3 What skills will I gain from the "Building Core Supervisory & Team Competencies" course?

Work planning, allocation and standards setting; team diagnosis, role clarity and trust building; coaching, feedback and performance management; and conflict resolution, capability planning and team performance measurement.



Q4 What tools, methods, or standards are covered in the "Building Core Supervisory & Team Competencies" course?

The course covers the Tuckman team development stages, the situational leadership model, the RACI matrix, team charters, checklists and work instructions, standard operating procedures, skills matrices, the GROW coaching model, the SBI feedback model, performance improvement plans, supervisory KPIs for output, quality, rework, and on-time completion, and continuous improvement routines.

Q5 How is the "Building Core Supervisory & Team Competencies" course applied in real-world practice?

Graduates apply it by running a team diagnostic, setting standards and objectives, and allocating work against capability and development needs. They also build a charter with defined roles, coach members through new tasks, give feedback as work happens, address conduct issues early, and track team output and capability measures over time.