

ENHANCING THE SKILLS OF SUPERVISORY LEADERSHIP



GENTEX[®]
TRAINING CENTER



Introduction

Enhancing the Skills of Supervisory Leadership develops the supervisors who carry the daily weight of execution. Supervisors turn plans into tasks, handle problems as they happen, and shape how every employee experiences management. Weak supervision is among the most common causes of turnover, poor quality, and missed targets. This Enhancing the Skills of Supervisory Leadership Training Course builds the practical toolkit that role demands. Participants examine communication, task assignment, delegation, on-the-job coaching, feedback, conflict handling, and workflow control. Furthermore, the course covers motivation, performance conversations, and leading through constant interruption. It also addresses the shift from doing the work to supervising it. As a result, participants leave able to run their area with confidence and consistency.

Enhancing the Skills of Supervisory Leadership Course Objectives

- Apply supervisory leadership practices that improve daily team performance.
- Communicate instructions clearly through briefings and structured handovers.
- Assign tasks using the five levels of delegation and clear standards.
- Coach team members on the job with the GROW model.
- Give immediate, constructive feedback using the SBI model.
- Diagnose and address performance and behaviour issues early.
- Build psychological safety so problems surface before they escalate.
- Manage conflict and difficult behaviour using ThomasKilmann conflict modes.
- Organise daily workflow with checklists, visual boards, and priority rules.
- Lead safety, quality, and standards compliance in the work area.

Course Methodology



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The course applies interactive, practice-based methods:

- Facilitated workshops on live supervisory challenges.
- Role-play of briefings, coaching, and difficult conversations.
- Case studies from operations, service, and production settings.
- Hands-on workflow planning and shift handover exercises.
- Observed group exercises with structured debriefs.
- Action planning that converts each technique into a daily supervisory routine.

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Who Should Take This Course

- Supervisors, team leaders, and section heads.
- Shift leaders and production line leaders.
- First-line managers in service and operations.
- Senior technicians moving into supervisory roles.
- Team coordinators in logistics, retail, and manufacturing.
- Professionals preparing for their first supervisory role.





Enhancing the Skills of Supervisory Leadership Course Outlines

Day 1: Foundations of Supervisory Leadership

- Defining supervisory leadership and its daily demands.
- Distinguishing doing the work from supervising it.
- Reviewing leadership styles with Goleman's six styles framework.
- Applying situational leadership to team readiness levels.
- Building credibility through consistency and fairness.
- Assessing your supervisory strengths and immediate gaps.
- Setting personal supervisory leadership priorities.

Day 2: Communication and Daily Briefings

- Running effective shift briefings and toolbox talks.
- Giving clear instructions with purpose, standards, and deadlines.
- Using active listening and confirm-back techniques.
- Asking better questions with open and closed questioning.
- Managing structured shift handovers.
- Communicating across shifts, teams, and departments.
- Practising briefings and handovers in role-play.

Day 3: Task Assignment, Standards, and Workflow

- Prioritising work using impact and urgency logic.
- Applying the five levels of delegation.

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- Setting quality standards and acceptance criteria.
- Organising workflow with checklists and visual boards.
- Using 5S and standard work to reduce variation.
- Managing interruptions without losing control of the plan.
- Designing a daily workflow routine.

Day 4: Coaching, Feedback, and Performance

- Coaching on the job with the GROW model.
- Delivering feedback with the SBI model.
- Handling performance problems early and fairly.
- Setting expectations with SMART goals.
- Motivating through recognition, fairness, and development.
- Managing difficult behaviour and conflict using ThomasKilmann modes.
- Practising coaching and performance conversations.

Day 5: Safety, Improvement, and Leading Change

- Leading safety compliance and safe work practices.
- Investigating problems with 5 Whys and root cause analysis.
- Applying PDCA to small improvements in the work area.
- Building psychological safety so issues surface early.
- Leading small changes with clear communication.
- Managing your own time, stress, and workload as a supervisor.
- Finalizing a personal supervisory leadership action plan.





Conclusion

By successfully completing Enhancing the Skills of Supervisory Leadership, participants will have acquired practical knowledge of briefing, task assignment, delegation, on-the-job coaching, feedback, conflict handling, workflow control, and safety supervision. They will have gained skills in daily team supervision, coaching and feedback delivery, performance and conflict management, and workflow and safety control, plus a personal action plan. Gentex Training Center designed this program to help supervisors deliver consistent results.

FAQs

Q1 What is the "Enhancing the Skills of Supervisory Leadership" course about?

It develops the daily skills supervisors need. Participants study briefings and handovers, task assignment and delegation, on-the-job coaching, feedback, performance and behaviour issues, workflow control, safety, and small-scale improvement.

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

Participants gain clearer communication, stronger follow-through, and faster handling of problems on the floor. Teams also experience fairer treatment, fewer unresolved conflicts, better standards compliance, and lower turnover caused by poor supervision.



Q3 What skills will I gain from the "Enhancing the Skills of Supervisory Leadership" course?

You will develop four core skills: daily team supervision and briefing, on-the-job coaching and feedback, performance and conflict management, and workflow and safety control.

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

The course covers Goleman's six leadership styles, situational leadership, structured shift briefings and handovers, the five levels of delegation, the GROW coaching model, the SBI feedback model, SMART goals, ThomasKilmann conflict modes, 5S and standard work, visual boards and checklists, 5 Whys and root cause analysis, and PDCA.

Q5 How is the "Enhancing the Skills of Supervisory Leadership" course applied in real-world practice?

Participants apply the methods to live supervisory tasks, such as running a shift briefing, delegating a task with clear standards, coaching a new team member, addressing a lateness problem, and leading a small process improvement. Each module ends with an action commitment, so learning transfers directly into daily supervision.