MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

Generated: 19-Nov-2026

Course Profile Document

Supervisors and Managers

Supervising Others

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2953	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

Supervising Others is a practical and empowering professional development programme offered by **Magna Skills**, designed for supervisors, team leaders, emerging managers, project coordinators, and anyone responsible for guiding the work of others. Effective supervision requires more than technical skills—it demands strong communication, emotional intelligence, problem-solving abilities, and the capacity to motivate diverse teams.

Through interactive activities, real workplace scenarios, and proven leadership models, this course equips participants with essential supervisory skills to build productive teams, delegate tasks effectively, manage performance, resolve conflicts, and foster a positive work culture. Magna Skills ensures that participants leave with practical tools they can immediately apply within government, NGOs, private organisations, and donor-funded environments.

Course Outcomes

- Understand the roles, responsibilities, and expectations of an effective supervisor.
- Communicate clearly, motivate teams, and apply leadership styles suitable for different situations.
- Delegate tasks effectively while providing guidance, feedback, and accountability.
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Manage performance, handle discipline, and resolve workplace conflicts professionally.

- Build strong relationships, promote teamwork, and create a supportive and productive work environment.

Course Outline / Curriculum

1. Introduction to Supervisory Roles

- Roles, responsibilities, and essential competencies of a supervisor
- Common challenges faced by new and existing supervisors

2. Communication Skills for Supervisors

- Clear, professional communication and active listening
- Giving instructions and ensuring mutual understanding

3. Leadership Styles and Team Motivation

- Situational leadership and adapting to different team dynamics
- Motivating staff through recognition, empowerment, and support

4. Delegation and Work Distribution

- How to delegate tasks effectively and confidently
- Balancing workloads and ensuring accountability

5. Performance Management and Monitoring

- Setting expectations, KPIs, and performance standards
- Conducting performance reviews and giving constructive feedback

6. Handling Difficult Conversations

- Addressing performance issues professionally
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- Managing emotions, resistance, and workplace tension

7. Conflict Resolution and Problem Solving

- Identifying root causes of conflict and mediating fairly
- Decision-making tools and practical problem-solving techniques

8. Building Productive and Positive Teams

- Team-building strategies that improve trust and collaboration
- Encouraging participation, ownership, and a growth mindset

9. Supervising in Diverse and Multi-Cultural Environments

- Understanding diversity, inclusion, and cross-cultural dynamics
- Respectful supervision in multi-generational and multi-cultural settings

10. Practical Applications and Workplace Scenarios

- Real case studies from African organisations and public institutions
- Action planning: applying supervisory skills in participants' own workplaces

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairob
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Supervising Others
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____