

## Supervisory and Operations Management Course Details

Department: Executive Leadership and Management

Presented by Magna Skills Development Institute

Date Created: 09-May-2025

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## Course Summary

This programme is ideal for new and experienced supervisors. The training modules have also proved valuable to graduate engineers, middle managers and others wishing to improve and formalise their knowledge, understanding and awareness of relevant topics.

The purpose of the SLP is to provide students with knowledge of the role and functioning of production/operations management (POM) and the basics of productivity management; including some of the theoretical concepts and practical skills relating to POM strategies, selected aspects of the design, planning and control, and improvement of the production/operations management system, and the macro- and microperspective of productivity management.

## Course Objectives

- Process design
- The design of products and services
- Supply network design
- Layout and flow
- Process technology
- Job design and work organisation
- The nature of planning and control
- Capacity planning and control
- Inventory planning and control
- Supply chain planning and control
- Enterprise resource planning(ERP)
- Lean operations and JIT
- Project planning and control
- Quality planning and control

## Course Outline

### Introduction to Supervisory and Operations Management

- Managing staff, others and resources • Effective Communication
- Health, Safety and essential employment law • Managing Teams and individuals

## **Benefits**

- Understand the differences between leadership and Management and how these may be applied in the workplace
- Able to interpret which situations require various leadership styles and when it is best to apply particular styles
- Recognise the need for and apply the techniques required to successfully motivate a work team
- Manage own persona effectiveness in the workplace through time management, planning and delegation techniques
- Understand communication techniques and be able to apply these to ensure effective exchange of information
- The essentials of efficient and effective meetings, both at day-to-day level i.e. tool box talks and more structured operational and project meetings
- In overview, the legal responsibility supervisors have for health and safety and employment law
- The role of industry specific collective agreements

## **Managing Teams and Individuals**

- Leadership and leadership styles
- Team performance
- Persuading and influencing people

## **Benefits**

- How you can personally identify your competence and development needs and develop appropriate strategies to meet them
- Understand and apply the concept of emotional intelligence
- The application of leadership styles and team performance dynamics; gaining influence, commitment and credibility with the team
- Employment legislation and its impact on labour planning, recruitment and selection
- Negotiation skills to reduce resistance and mediate conflict situations positively

## **Managing Teams and Individuals**

- Team selection
- Effective business reporting
- Performance management
- Getting the message across and achieving the task

## **Benefits**

- The role of formal appraisal systems and how to set SMART objectives
- Preparation of written and verbal reports
- Training needs analysis and effective job instruction techniques
- Able to conduct job instruction in the workplace and to review effectiveness of any training both to the individual and the team as a whole
- Able to present information effectively during toolbox talks and other situations and how to deal with multi- cultural audiences

## **Achieving the Task**

- Planning and monitoring
- Managing quality
- Managing the change

## **Benefits**

- Able to manage the change process effectively and encourage innovation within the team
- Establishing commitment within the team and developing a culture of continuous improvement
- Understand the fundamental concepts of accountancy and how financial information is used as an instrument of management
- Able to apply the principles of project planning and control

## **Achieving the Task**

- Project control cycle
- Understanding costs and budgets

## **Benefits**

- Able to apply the principles of project planning and control
- Construct and used bar charts and understand their limitations
- Understand what is meant by 'critical path' and how to identify where it lies
- Identify 'float' and how it can be used to balance resources
- Understand the significance of a 'table of precedence' and how to construct the table
- Illustrate the use and advantages of applying network analysis to projects

### Presentation Skills

- Developing and Structuring presentations
- Using audio / visual aids
- Understanding your personal style
- Practical work

### Benefits

- Speak to groups with greater confidence and professionalism
- Plan and prepare effective presentations
- Develop confidence
- The importance of key issues and gaining audience acceptance of your message
- Keep the audience engaged, including interaction, taking questions and feedback
- Effective use of audio / visual aids

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### Company Overview

**Who We Are:** Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

**Our Mission:** To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

**Our Vision:** To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

## Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

## Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

## Why Choose Magna Skills?

- Experienced Trainers
- Customized Training Solutions
- Interactive Learning
- Global Recognition
- Proven Track Record

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Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

Approval & Authorization	
Applicant Details	Course Details
First Name:	Course Name:
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By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.