

Supervising Others Course Details

Department: Supervisors and Managers

Presented by Magna Skills Development Institute

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CORPORATE TRAINING
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Course Summary

Embark on a journey to become an effective supervisor with Magna Skills' "Supervising Others: Leadership and Management Essentials" course. Designed for emerging leaders, team leads, and aspiring supervisors, this program provides foundational skills in leadership, communication, and management. Gain practical insights into effective team supervision, employee development, and performance management. Enroll now to elevate your supervisory skills and become a confident and influential leader within your organization.

This workshop will help supervisors become more efficient. They will also become more proficient with delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Course Objectives

Research has consistently demonstrated that when clear goals are associated with learning, the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this workshop, you should be able to:

- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path

Course Outline

Module One: Getting Started

- Workshop Objectives
- Pre-Assignment Review

Module Two: Setting Expectations

- Defining the Requirements
- Identifying Opportunities for Improvement and Growth
- Setting Verbal Expectations
- Putting Expectations in Writing
- Case Study
- Module Two: Review Questions

Module Three: Setting Goals

- Understanding Cascading Goals
- The SMART Way
- The Three P's
- Helping Others Set Goals
- Case Study
- Module Three: Review Questions

Module Four: Assigning Work

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach
- Case Study
- Module Four: Review Questions

Module Five: Degrees of Delegation

- Level One: Complete Supervision
- Level Two: Partial Supervision
- Level Three: Complete Independence
- Case Study
- Module Five: Review Questions

Module Six: Implementing Delegation

- Deciding to Delegate
- To Whom Should You Delegate?
- Providing Instructions
- Monitoring the Results
- Troubleshooting Delegation
- Case Study
- Module Six: Review Questions

Module Seven: Providing Feedback

- Characteristics of Good Feedback
- Feedback Delivery Tools
- Informal Feedback
- Formal Feedback
- Case Study
- Module Seven: Review Questions

Module Eight: Managing Your Time

- The 80/20 Rule
- Prioritizing with the Urgent-Important Matrix
- Using a Productivity Journal
- Using Routines and Rituals to Simplify Your Workday
- Case Study
- Module Eight: Review Questions

Module Nine: Resolving Conflict

- Using a Conflict Resolution Process
- Maintaining Fairness
- Seeking Help from Within the Team
- Seeking Help from Outside the Team
- Case Study
- Module Nine: Review Questions

Module Ten: Tips for Special Situations

- What to Do If You've Been Promoted from within the Team
- What To Do If You're Leading a Brand New Team
- What to Do if You're Taking on an Established Team
- Case Study
- Module Ten: Review Questions

Module Eleven: A Survival Guide for the New Supervisor

- Ask the Right Questions of the Right People
- Go to Gemba
- Keep Learning!
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise



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

Request for Training Form

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:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[____] Face to Face [____]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.