

HENDIRICKS AND ASSOCIATES TRAINING AREAS

January – December 2026

Week 1 or 2 of every month

To register: info@hendricksassociates.org; Call 0795739813

	Training Area	Dates
5	Effective supervisory management	Week 1 & 2

COURSE OUTLINE AND SYNOPSIS

H&A_05: Effective supervisory management

Course overview

This is an operational management course designed to equip supervisors, team leaders, and middle managers with practical leadership and supervisory skills to inspire, manage, and guide their teams effectively.

To remain competitive in the global space, a stronger alignment of teams with organizational goals is inevitable. Every organization aims at attaining the ISO certification and other global management standards by way of improving employee morale and productivity. Organizational efficiency is attained by rolling-out high-performing teams with reduced turnover. The sustainability of this efficiency is enabled through succession planning and an effective supervisory management operation.

The course blends leadership theory, real-world case studies, simulations, and practical exercises to strengthen participants' ability to lead with confidence, foster collaboration, and drive organizational success.

Target audience

This course targets CEO's, their deputies, Heads of Departments, supervisors, team leaders, and middle managers

The Course outline

- What is supervision
- Leadership and supervision styles
- Leadership & Supervision basics
- Roles and responsibilities of a supervisor.
- The difference leadership and management
- Role plays on personal leadership style.
- Staff motivation and team building
- Leadership theories in the workplace
- Theories of motivation and their workplace application.
- Techniques for engaging and inspiring diverse teams.
- Collective wins, collective losses – motivating teams for high performance
- Communication Skills for supervisors
- Effective workplace communication strategies.
- Active listening and empathy in leadership.
- Managing difficult people
- Task delegation & Time Management
- Principles of effective delegation.
- *Eat that frog* - Time management and prioritization
- Effective Performance Management, supervision & Coaching
- Target setting and monitoring of results
- Providing feedback and conducting appraisals.
- Coaching teams for improvement.
- Supervisors managing conflicts
- Supervisory skills for analyzing problems and generating solutions.
- Problem-solving methodologies.
- Leading through Change
- Understanding organizational change dynamics.
- Supporting teams through transitions.
- Managing staff restructuring, attrition and retirement
- Real world case studies: Building High-Performing Teams
- Characteristics of effective teams.
- Strategies for collaboration and trust-building.

- Strategic Leadership for Supervisors
- Aligning supervisory roles with organizational goals.

How participants will benefit

By the end of these training, the participants will be able to align their individual organizational service strategies with corporate goals, vision, mission and mandate. The participants will be able to roll-out effective supervision that motivates staff, lay out career progression pathways for improved customer retention and loyalty.

Course duration: Four days

Course fee: USD 320

