

COURSE OVERVIEW SS0290-3D
Supervisory Skills

Course Title
 Supervisory Skills

Course Date/Venue
 Session 1: July 26-28, 2026/Sur Meeting Room,
 Royal Tulip Muscat, Muscat, Oman
 Session 2: October 25-27, 2026/Tamra Meeting
 Room, Al Bandar Rotana Creek, Dubai,
 UAE



Course Reference
 SS0290-3D



Course Duration/Credits
 Three days/1.8 CEUs/18 PDHs

Course Description



70% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.



This course is designed to provide participants with a detailed and up-to-date overview of the fundamentals of supervision. It covers the tools and skills for building personal confidence and leadership role in the workplace; the characteristics of a successful supervisor; the basic responsibilities of a first-line supervisor; the motivational concepts to lead workers to better performance; planning and organizing the work that needs to get done effectively; setting clear expectations for employees to maximize workplace performance; and the personal development plan for the future.



Further, the course will also discuss the management functions, core competencies of supervision, role of the supervisor and the manager; the inside attitude and outside behaviour of supervisors; the internal and external customers and clients; developing an understanding of communication as a time management tool; the impact of culture and attitude, emotional intelligence and types of behaviour and personality styles; and the group dynamics and power centres, conflict containment/grievance handling, self-assessment and self-management.

During this interactive course, participants will learn to interpret the image in the eye of the beholder and differentiate personal and work utilization of time; employ command and control; apply potential assessment; define competence mastery level; develop commitment, moral and motivation; demonstrate the art of negotiating a win-win arrangement; illustrate the time management tools; knowing what to prioritize; develop the competence and career of subordinates; apply the art of delegation and empowerment; implement the value of adding or creating; and list the work excellence criteria and measurement including the performance measurement indicators and success factors.

Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a basic and fundamental knowledge on supervision
- Use the tools and skills for building personal confidence and leadership role in the workplace
- Describe the characteristics of a successful supervisor
- Define the basic responsibilities of a first-line supervisor
- Use simple motivational concepts to lead workers to better performance
- Plan and organize the work that needs to get done effectively
- Set clear expectations for employees to maximize workplace performance
- Develop a personal development plan for the future
- Identify management functions, core competencies of supervision, role of the supervisor and the manager, inside attitude and outside behaviour of supervisors as well as the internal and external customers and clients
- Develop an understanding of communication as a time management tool, impact of culture and attitude, emotional intelligence and types of behaviour and personality styles
- Discuss the group dynamics and power centres, conflict containment/grievance handling, self-assessment and self-management, interpret the image in the eye of the beholder and differentiate personal and work utilization of time
- Employ command and control, apply potential assessment, define competence mastery level, develop commitment, moral and motivation and demonstrate the art of negotiating a win-win arrangement
- Illustrate the time management tools, know what to prioritize, develop the competence and career of subordinates and apply the art of delegation and empowerment
- Implement the value of adding or creating, list the work excellence criteria and measurement including the performance measurement indicators and success factors

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of supervisory skills for new and first-line supervisors who are exploring all of the facets of their new role. Experienced supervisors will also benefit from this course, which offers a review of the basic success skills for all workgroup leaders. Likewise, those non-supervisory employees and high school graduates who are interested in exploring supervisory skills should also attend.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Theory
- 70% Practical Exercises, Case Studies, Engaging Slides/Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities, Ice Breaking Activities, Group Activities and E-learning associated with the course topic is preferred

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

Course Fee

US\$ 3,750 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation


Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)


Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **1.8 CEUs** (Continuing Education Units) or **18 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Pete Du Plessis MSc, BSc, is a **Senior Quality Consultant** with over **25 years** of extensive experience. His expertise lies extensively in the areas of **Internal Audit, Statistical Process Control, Statistical Data, Quality Management, Project Management, Value Engineering, Estimation & Costing, Human Resource Management, Financial Management, Planning, Budgeting & Cost Control, Document Management, Record Management, Contract Management, Negotiation Management, Risk Management, Leadership & Business Management, Production & Inventory Management, Warehousing, Purchasing & Marketing Management, Work Engineering & Advanced Production Techniques, Production Logistics, Supply Chain Management, Fleet Management, Stores & Stock Control, Human Resources & Industrial Relations Management, Quality Assurance & Control, Operations Management, Project Management, and Strategic Planning & Management.** Previously, he was the **Quality Manager** of **Benteler Automotive**, where he was responsible for implementing, controlling and managing quality and technical department processes and systems and mobilizing the quality control department, procedures and quality management system.

During his career life, Mr. Plessis has worked with several prestigious companies occupying numerous challenging managerial and technical positions such as being the **Project Manager, Operations Manager, Technical & Quality Manager, Logistics & Purchasing Manager, Head Metrologist, Quality Engineer, Project Engineer, Materials & Warehouse Planner & Controller** and **Quality Control Inspector**. All throughout his career, he has mastered and specialized in the application of project management, warehouse & inventory control, value chain analysis, logistics & strategic planning, process flow analysis, business process evaluation & re-engineering, master-plan development, capacity planning and site space-planning & development.

Mr. Plessis has **Master** and **Bachelor** degrees with **Honours** in **Industrial Engineering & Management**. Further, he has gained **Diploma in Quality & Production Management**. He is also a **Certified Trainer** as well as a **Certified Assessor & Moderator** with the Manufacturing, Engineering & Related Services Education and Training Authority (MERSETA).



Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	<i>The Supervisory Role</i>
0930 - 0945	<i>Break</i>
0945 – 1030	<i>The Skill Dilemma</i>
1030 – 1100	<i>Required Skills</i>
1100 – 1145	<i>Contemporary Supervisory Practices</i>
1145 – 1230	<i>Delegation</i>
1230 – 1245	<i>Break</i>
1245 - 1330	<i>The Process of Supervision</i>
1330 – 1420	<i>How Well do you Delegate</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2

0730 – 0830	<i>Barriers to Delegation</i>
0830 – 0930	<i>Preparing to Delegate</i>
0930 - 0945	<i>Break</i>
0945 – 1100	<i>Communicating the Assignment</i>
1100 – 1145	<i>Problems</i>
1145 – 1230	<i>Leadership Styles</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>Leadership Behaviour</i>
1330 – 1420	<i>Patterns of Leadership</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day Two</i>

Day 3

0730 – 0830	<i>Meeting Skills for Leaders</i>
0830 – 0930	<i>Motivation: Creating High Performance</i>
0930 - 0945	<i>Break</i>
0945 – 1100	<i>The Four Essentials of Motivation</i>
1100 – 1145	<i>Learn to Listen for Clues</i>
1145 – 1230	<i>How can I Motivate my Employees?</i>
1230 – 1245	<i>Break</i>
1245 - 1345	<i>Action Plan</i>
1345 – 1400	<i>Course Conclusion</i>
1400 – 1415	POST-TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

70% of this highly-interactive course is practical sessions. Theory learnt (30%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

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