



**COURSE OVERVIEW SS0230**

**Professional Supervisor: Supervisory & Leadership Skills**

**Course Title**

Professional Supervisor: Supervisory & Leadership Skills

**Course Date/Venue**

Please refer to page 3

**Course Reference**

SS0230

**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs



**Course Description**



***80% of this course is hands-on practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays***

Supervision lies at the heart of any management function, and as such the development of supervisors remains at the centre of any career development plans.

Supervision is related to, and affects performance and productivity; so unless we are prepared to view it as such, we will not get the required return on our investment. Whether working in engineering, finance, production, manufacturing or management development, we need to develop supervisors who understand and practice sound supervision.



The competence of supervision as a function and the competencies of a supervisor are not necessarily one and the same. The reconciliation between these two apparently identical features is what the course content attempts to address.



The course participants will review the various factors that have a bearing on supervision and the development of supervisors such as communication, feedback, culture, self-command and development, stress, conflict containment, group dynamics, quality standards, crisis management, creativity and competence, and carry out a thorough analysis of the methodologies, measurement techniques and applications of each factor, and the inter-relationships that tie all these factors together.

The course will likewise address various supervision concepts, methodologies and applications, such as knowledge management, personality behavior styles, morale and motivation, ethics, transparency, team work, customer satisfaction, and the coaching, counseling, monitoring and mentoring of subordinates to further their career progression through the application of management tools such as empowerment and career succession plans.

The work environment, in its overall entire structure, will be tackled through topics such as time management, process mapping & simplification, work flow & work load, and prioritization. The course participants will additionally become aware of the role of emotional intelligence in presentations, negotiations and interpersonal relationships. Through the above analysis, the attendees will come to appreciate the role of policy & policy implementation and the decision-making process involved therein. The course will conclude by establishing value as a key criterion of performance management and measurement through the sustained adoption of quality at all levels.

### **Course Objectives**

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

- Get certified as a “*Professional Supervisor*”
- Recognize the management functions, core competencies of supervision, role of the supervisor and the manager, inside attitude and outside behavior 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 behavior and personality styles
- Recognize group dynamics and power centres and carryout 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
- Command and control, apply potential assessment, define competence mastery level, develop commitment, moral and motivation, demonstrate the art of negotiating a win-win arrangement and become familiar with the SWOT analysis
- Illustrate the different presentation techniques and time management tools, explain the planning function, know what to prioritize, develop the competence and career of subordinates as well as 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 and carry out work process analysis and process mapping
- Carryout work distribution and work load syndrome, minimize the effect of stress and fatigue, determine the relationship of ergonomics and stress and develop policy enforcement approaches
- Give importance to the problem analysis and solution including the avoidance, containment, resolution of grievance, disagreement, conflict or crisis of these problems, enhance productivity, develop coaching, counseling and mentoring skills as well as the motivation techniques
- Determine the role of creativity and innovation, practice team building, team spirit and synergy, review course themes and learn how to make a personal implementation plan

**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 and leadership skills for supervisor-level personnel, team leaders and superintendents.

**Training Methodology**

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

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

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

**Course Date/Venue**

Session(s)	Date	Venue
1	April 27-May 01, 2025	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
2	June 29-July 03, 2025	Meeting Plus 9, City Centre Rotana, Doha Qatar
3	September 14-18, 2025	Safir Meeting Room, Divan Istanbul, Turkey
4	November 16-20, 2025	Olivine Meeting Room, Fairmont Nile City, Cairo, Egypt
5	March 29-April 02, 2026	Olivine Meeting Room, Fairmont Nile City, Cairo, Egypt
6	May 10-14, 2026	Meeting Plus 9, City Centre Rotana, Doha Qatar
7	July 05-09, 2026	Safir Meeting Room, Divan Istanbul, Turkey
8	November 29-December 03, 2026	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

**Accommodation**

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



**Course Certificate(s)**

(1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a "Professional Supervisor". Certificates are valid for 5 years.

**Recertification is FOC for a Lifetime.**

**Plastic Wallet Card Certificates**

The following certificate is a sample of the certificates that will be issued to successful candidates





- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.




- (3) ILM (City & Guilds Group) Certificates will be issued to participants who have successfully completed the course and passed the exam at the end of the course.



**Certificate Accreditations**


Certificates are accredited by the following international accreditation organizations:

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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 **3.0 CEUs** (Continuing Education Units) or **30 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.

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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**. 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.

**Course Fee**

Dubai Cairo	<b>US\$ 5,500</b> per Delegate + <b>5% VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Istanbul	<b>US\$ 6,000</b> per Delegate + <b>5% VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Doha	<b>US\$ 6,000</b> per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**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. John Kruger**, PGDip, BA, is a **Senior Management Consultant** with **50 years** of extensive experience. His expertise includes **Leadership Development & Business Profiling, Business Development, Career Development Management, Developing Personal Resilience, Managing Stress & Building Resilience, Leadership Development & Business Profiling Head, Leadership & Management Skills, Leadership & Interpersonal Skills, Electronic Communication & Collaboration Skills, Effective Communication Skills, Communication Skills, Active Listening Skills, Change Management Skills, Building Communication & Interpersonal Skills, Negotiation Skills, Presentation Skills, Cross Cultural & Virtual Team Communication Skills, , Legal Aspects of Corporate Communications, Internal & External Stakeholders, Corporate Communication, Public Media Communication, Crisis Communication Management, Public Relations & Organisational Communication, Cross Cultural Awareness, Cultural Diversity in the Workplace, Culture Diversity & Inclusion, Virtual Team Performance, Legal Compliance & Corporate Governance, Legal Document Drafting, Legal Perspectives Best Practices in Corporate Governance, Implementation Guidelines to the Legal Aspects, Commercial Negotiation, Customer Service, Customer Culture, Social Media Management, Digital Archiving & Electronic Document Management, Digital Marketing, Conflict Management, Crisis Management, Procurement & Contracts Management, Tender Preparation, Tender Floating, Bid Evaluation, Contractor Selection, Contractors Work Supervision, Manpower & Site Permits, Active Listening, Assertiveness Theory, Cultural Management, Virtual Team Operations, Team Building, Resource Management, Performance Management, Time Management, Research Management, HR Project Management, QA/QC, Quality Management, Project Management, Contracts & Tendering, Human Resource Management, Performance Management, Technical Management, Quality Management, Productivity & Efficiency Improvements, Time Management, Financial Management, Strategic Management, Change Management, People Management, Production Management, Toolkit Management Public Speaking, Social & Environmental Projects, Psychometric Assessment and Strategic Change. Further, his specialization covers **Train-the-Trainer, Coaching, Counselling & Mentoring, Strategic Planning, Problem Solving, Decision Making, Budgeting & Cost Control**, Supply Chain Management, Operational Management, Adult Education, Turnaround and Re-Engineering Projects and Macro-Economics.**

During his career, Mr. Kruger has contributed his expertise and held prestigious positions for major organizations worldwide as a **Business Analyst, Business Development Manager, Project Manager, Strategic & Divisional Plan Manager, Warehouse Manager, Supply Chain Manager, Change & Marketing Manager, Facilitation Manager, Interim OD & Development Manager, Interim Training Manager, Commercial Project & Interim Manager, TQM Manager, General Manager, Engineer, Journalist, National Broadcaster, Reporter, Sub-editor, News Editor, Deputy Director** as well the **Business Consultant, Technical & Management Coach, Consultant/Instructor, Lecturer and Facilitation & Key Note Speaker.**

Mr. Kruger has a **Post Graduate Diploma in IPM Industrial Psychology Management** and in **UNISA Advanced Leadership Programme** as well as **Bachelor's degree in Communications** from the **Northwest University**. He is a **Registered Assessor & Moderator**, a **Certified Instructor/Trainer** and a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**. Further, he is an active member of **The Institute of Management Consultants of South Africa** and he has delivered various trainings, workshops, courses and conferences worldwide.



**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	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 - 0830	<b>PRE-TEST</b>
0830 – 0915	<i>The Management Functions</i>
0915 - 0930	<i>The Core Competencies of Supervision</i>
0930 - 0945	Break
0945 – 1015	<i>The Supervisor Versus the Manager</i>
1015 – 1045	<i>The Inside Attitude &amp; the Outside Behaviors</i>
1045 – 1115	<i>Internal Versus External Customers &amp; Clients</i>
1115 – 1130	<i>Communication as A Time Management Tool</i> Communication Levels • Communication Types • Body Language • Feedback Analysis
1130 - 1200	<i>The Impact of Culture and Attitude</i>
1200 - 1215	Break
1215 – 1245	<i>Emotional Intelligence: Rapport &amp; Liaison</i>
1245 – 1315	<i>Types of Behaviour &amp; Personality Styles</i>
1315 – 1420	<i>Group Dynamics &amp; Power Centres</i>
1420 – 1430	<b>Recap</b>
1430	Lunch & End of Day One

**Day 2**

0730 – 0830	<i>Conflict Containment/Grievance Handling</i>
0830 – 0845	<i>Self Assessment &amp; Self Management</i>
0845 – 0900	<i>The Image in the Eye of the Beholder</i>
0900 – 0915	Break
0915 – 1015	<i>Personal Versus Work Utilization of Time</i>
1015 – 1115	<i>Command &amp; Control</i>
1115 - 1200	<i>Potential Assessment</i>
1200 - 1215	Break
1215 – 1300	<i>Competence Mastery Level</i>
1300 – 1420	<i>Commitment, Morale &amp; Motivation</i>
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3**

0730 – 0830	<i>SWOT Analysis</i>
0830 – 0845	<i>Presentation Techniques</i>
0845 – 0900	<i>The Art of Negotiating a Win-Win Arrangement</i>
0900 – 0915	Break
0915 – 1015	<i>The Planning Functions:</i> <i>Drawing Smart Objectives and Goals • Setting Standards of Achievement • Efficiency, Effectiveness and Productivity</i>
1015 – 1115	<i>Time Management Tools &amp; Techniques</i>
1115 - 1200	<i>The Prioritization Concept</i> <i>Urgent Versus Important • Procrastination</i>





1200 - 1215	Break
1215 - 1300	<b>Developing the Competence &amp; Career of Subordinates</b>
1300 - 1420	<b>The Art of Delegation &amp; Empowerment</b>
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Three

**Day 4**

0730 - 0830	<b>The Value Principle- Adding or Creating</b>
0830 - 0845	<b>Work Excellence Criteria &amp; Measurement</b>
0845 - 0900	<b>Performance Measurement Indicators &amp; Success Factors</b>
0900 - 0915	Break
0915 - 1015	<b>Work Process Analysis &amp; Process Mapping</b>
1015 - 1115	<b>Work Distribution &amp; Work Load Syndrome</b>
1115 - 1130	<b>Minimizing the Effects of Stress &amp; Fatigue</b>
1130 - 1200	<b>Ergonomics &amp; Stress</b>
1200 - 1215	Break
1215 - 1300	<b>Policy Enforcement Approaches</b>
1300 - 1420	<b>Problem Analysis &amp; Solution</b>
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Four

**Day 5**

0730 - 0815	<b>The Avoidance, Containment, &amp; Resolution of Grievance, Disagreement, Conflict or Crisis</b>
0815 - 0830	<b>Productivity</b> Empowerment • Return on Investment
0830 - 0845	<b>Coaching, Counseling &amp; Mentoring Skills</b>
0845 - 0900	<b>Motivation Techniques</b>
0900 - 0915	Break
0915 - 0945	<b>The Role of Creativity &amp; Innovation</b>
0945 - 1015	<b>Team Building, Team Spirit &amp; Synergy</b>
1015 - 1115	<b>A Total Review of Course Themes</b>
1115 - 1200	<b>Summary of Learning Points</b>
1200 - 1215	Break
1215 - 1300	<b>The Personal Implementation Plan</b>
1300 - 1315	<b>Course Conclusion</b>
1315 - 1415	<b>COMPETENCY EXAM</b>
1415 - 1430	Presentation of Course Certificates
1430	Lunch & End of Course



**Practical Sessions**

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



**Course Coordinator**

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