



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

Physical Address: Montrose Place, 2nd Floor, 2 Bella Rosa Street, Rosenpark, Bellville, 7500

Phone: 021 914 0850

Cell: 082 894 6643

Email: info@psttraining.co.za

Supervisory Skills (New Leaders)

Overview

Each person has unique capabilities, talents, strengths, weaknesses, and feelings. Supervisors and new leaders play a pivotal role in recognising and managing these differences while aligning their teams to achieve organisational goals. This course equips delegates with the core supervisory and leadership skills necessary to transition successfully into a management role, while building confidence to guide and motivate their teams effectively.

Objectives

On completion of this course, delegates will be able to:

- Understand the core responsibilities of a supervisor and new leader.
- Manage employees effectively while creating a workplace that supports company objectives.
- Build and motivate productive teams aligned to organisational goals.
- Develop leadership and communication skills essential for supervisory success.
- Handle performance management, delegation, and team challenges.
- Apply practical strategies to balance authority with approachability, ensuring team respect and trust.
- Recognise the importance of customer service as an extension of leadership responsibility.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer who utilises a combination of the following techniques to ensure that the session is practical and experiential:

- Discussion
- Role Play
- Exercises & Case Studies
- Videos & Slide Shows
- Games & Group Activities
- Written Questions
- Real-world supervisory scenarios and workplace simulations

Who should attend?

This course is designed for:

- New Leaders or Managers
- Supervisors
- Team Leaders
- Employees recently promoted into leadership positions or preparing to take on supervisory roles

Course Outline

This course consists of the following 5 modules

Module 1	Understanding Management & Leadership • What is management? • Planning your work and your day • Researching and preparing for your new role • Engaging with your team effectively • Management style: do's & don'ts • The difference between a manager and a leader • Developing self-awareness as a foundation for leadership
Module 2	Building Productive Teams • The concept of teamwork and its importance • Defining team roles and responsibilities • Building team spirit and motivating teams • Resolving conflict within teams • Setting team goals and measurable targets • Tools for fostering collaboration and trust

Module 3	Leadership & Personal Effectiveness • Developing essential leadership skills • Stress management for supervisors • Body language and non-verbal communication • Assertive communication and effective listening • Giving and receiving constructive feedback • Emotional intelligence and its role in supervision
Module 4	Managing Team Performance • Managing good performance through recognition and reinforcement • Identifying and addressing poor performance • Coaching techniques to support staff growth • Delegating effectively to individuals and teams • Leading productive meetings and ensuring goal achievement • Creating performance improvement plans
Module 5	Customer Service & Supervisory Responsibility • Understanding the importance of customer service in supervision • Meeting customer loyalty, personal and practical needs • Tips for frontline customer service excellence • How supervisors influence organisational reputation • Embedding service excellence as part of team culture

Additional Information

Duration	1 Day	
Includes	• Comprehensive Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire