



تحسين مهارات الإشراف المتقدمة: دليل شامل للسيطرة على العمل في اللغة العربية

Duration: 5 Days

Language: ar

Course Code: MG2-158

Objective

Upon the course completion, participants will be able to:

- Expand an understanding of a supervisor's role within an organisation.
 - Understand how to manage and support a team effectively.
 - Review personal leadership style.
 - Find a balance between supervisory and operational roles.
 - Develop necessary supervisory skills.
 - Set goals within a team and appropriately monitor progress.
 - Assess methods of motivating a team.
 - Understand how to delegate tasks suitably.
 - Utilise different communication methods.

Audience

This course is designed for anyone in a supervisory role who wishes to further develop their skills or those who aspire to achieve these roles. It would be most beneficial for:

- Team Leaders

- Operations Managers
- Marketing Supervisors
- Regional Managers
 - HR Personnel
 - Sales Supervisors
 - Finance Managers
 - Business Owners
- Communication Directors

Training Methodology

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will review established supervisors' case studies to highlight their advanced skills and how they have influenced their success.

Analysing these studies will allow participants to thoroughly understand a successful supervisor's crucial skills. They can align these examples with the knowledge taught in the course to absorb the content truly. Participants will later partake in group discussions and role-playing activities with others to demonstrate the learned skills in a practical setting while being able to revive and offer constructive feedback for further improvement.

Summary

Strong management is always required within any business, regardless of industry or influence. A successful business cannot be achieved without skilled supervisors who manage their teams and promote productivity.

Supervisors provide an important link between those developing strategies and those enacting them. Their role is to find the balance between organisational goals and the welfare of supervised staff. To achieve this, supervisors must have strong communication skills and the ability to motivate and encourage staff and coach those necessary. Conflict is bound to occur with teams of different people working alongside one another, and a supervisor needs to be persuasive yet assertive to resolve it.

Not only must a supervisor be capable of improving their team, but they must also be

competent in implementing desired changes. Supervisors must understand management fundamentals, delegate tasks accordingly, and manage time effectively to ensure all projects or assignments are completed on time.

Productivity falls on the shoulders of the employees, and their performance reflects on their supervisor. A skilled supervisor can quickly recognise when efficiency is lacking and take the needed steps to get the team back on track. They will need to recognise the course and find solutions swiftly, whether that will be by reassigning tasks, coaching employees, or providing methods of stress reduction.

Course Content & Outline

Section 1: A Supervisor's Role

- The importance of a supervisor.
 - Devising action plans.
 - Roles and responsibilities.
- The competency concept – measuring and aligning behaviours to the model.
 - Reflect on the influence of workplace culture.

Section 2: Management Style

- Analysing employees' skills and delegating tasks best suited to them.
 - Types of management styles and what they each achieve.
 - Group dynamics and team formation.
 - Conformity and conflict in group situations.
 - Problem-solving and decision-making.
 - Organising team meetings.

Section 3: Communication Style

- Review different styles of communication.
- Understand the vitality of clear and concise communication.
 - Using empowering language to encourage others.
 - Reflect on the personal style of communication.

Section 4: Managing Performance

- Assertiveness and discipline.
- Fundamentals of time management.
- Providing and receiving constructive criticism.
- Planning and prioritising.
- Offering rewards and incentives for outstanding performance.
- Effectively coaching weaker employees to improve performance.

Section 5: Building Relationships

- How positive workplace relationships lead to increased motivation.
 - Organising bonding activities for team members.
- Recognising overly stressed employees and implementing methods to reduce stress.
 - Building relationships in an appropriate manner.

Section 6: Striving for Improvement

- The concept of continuous improvement.
 - Upgrading systems and processes.
 - Techniques for invoking innovation.
 - Implementing change effectively.

Certificate Description

عند إتمام هذه الدورة التدريبية بنجاح، سيحصل المشاركون على شهادة إتمام التدريب من Holistique Training. وبالنسبة للذين يحضرون ويكملون الدورة التدريبية عبر الإنترن特، سيتم تزويدهم بشهادة إلكترونية (e-Certificate) من Holistique Training.

وخدمة اعتماد التطوير المهني (BAC) معتمدة من المجلس البريطاني للتقييم Holistique Training شهادات ISO 29993 أو ISO 21001 أو ISO 9001 كما أنها معتمدة وفق معايير، (CPD) المستمر

لهذه الدورة من خلال شهادتنا، وستظهر هذه النقاط على شهادة إتمام (CPD) يتم منح نقاط التطوير المهني المستمر واحدة عن كل ساعة CPD يتم منح نقطة، وفقاً لمعايير خدمة اعتماد Holistique Training التدريب من لأي دورة واحدة نقدمها حالياً CPD حضور في الدورة. ويمكن المطالبة بحد أقصى قدره 50 نقطة.

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YouTube Video

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