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COURSE BROCHURE

Advanced Healthcare Supervisor Skills Training Course

5 – 16 September 2027
Kuala Lumpur

Advanced Healthcare Supervisor Skills Training Course

Ref: 345_11943 **Date:** 5 – 16 September 2027 **Location:** Kuala Lumpur **Fees:** 8000 GBP

Healthcare Supervisor Skills at advanced level is a 2-week training course for charge nurses, ward supervisors, unit coordinators and newly promoted clinical team leaders who run a shift and a unit, and who leave with a unit supervision plan with routines and team measures. Rising acuity, mixed-experience rotas and staff turnover now test every ward supervisor. Jupiter Prime Training offers this course to the clinicians who lead patient care at the bedside, shift by shift.

Why Healthcare Supervisor Skills Matters Now

Three pressures shape ward supervision today: patients who arrive sicker and stay for shorter, busier admissions; rotas that mix experienced staff with newly qualified, agency and float colleagues; and hospital leaders who expect each unit to show its own safety and quality picture. A unit with strong supervision allocates skill to need, catches deterioration early and keeps staff long enough to build expertise; a unit with weak supervision sees missed care, friction between shifts and resignations. The course rests on Team Strategies and Tools to Enhance Performance and Patient Safety TeamSTEPPS, the GROW coaching model and the Thomas-Kilmann Conflict Mode Instrument TKI.

Who Gains Most from Healthcare Supervisor Skills

- Charge nurses who run shifts, allocate patients and handle escalations
- Ward supervisors accountable for rotas, skill mix and unit standards
- Unit coordinators who manage admissions, discharges and bed moves on the unit
- Newly promoted team leaders taking first responsibility for clinical colleagues
- Senior allied health practitioners who supervise therapy or technical teams on wards

A ward gains most when its supervisor and two or three charge nurses attend together and agree one set of shift routines that every rota follows.

Healthcare Supervisor Skills Capabilities

Participants practise the moment-to-moment decisions of running a shift, from the safety huddle to the difficult conversation at handover, and turn them into routines a unit keeps.

- Apply a structured shift-start safety huddle and mid-shift check — the nurse in charge and unit team
- Build patient allocations that match acuity, competence and continuity — staffing decisions on each shift
- Design delegation decisions with clear task, person and supervision boundaries — registered and support staff
- Communicate coaching and feedback using the GROW model — clinical staff development
- Assess unit conflicts and choose a response style using the TKI — ward relationships and retention

- Specify team-level safety and quality measures with a visible unit board — ward managers and quality leads

Key Healthcare Supervisor Skills Terms

- Charge nurse — the registered nurse who leads a ward or unit for a shift, coordinating allocation, escalation and flow.
- Safety huddle — a short, structured team briefing at shift start that flags patients at risk, staffing gaps and priorities.
- Patient allocation — assigning patients to staff by acuity, competence, continuity and workload balance for the shift.
- Delegation — transferring a task to a competent colleague while the supervisor keeps accountability for the outcome.
- GROW model — a coaching structure moving through Goal, Reality, Options and Way forward to help staff solve problems.
- Unit safety board — a visual display of the ward's current safety and quality measures discussed at huddles.

Healthcare Supervisor Skills Day by Day

Day 1: The Supervisor Role on a Modern Ward

- Clinical Supervisor Role Boundaries — Accountability Between Manager and Staff
- Acuity and Rota Trends on Wards — Pressures Facing Supervisors
- Transition From Clinician to Supervisor — Identity and Credibility
- Unit Culture Diagnostic — Strengths and Friction Points
- Supervisor Self-Assessment — Personal Development Priorities

Day 2: Leading the Shift

- Shift-Start Safety Huddle — Patients at Risk and Staffing Gaps
- Mid-Shift Check-In — Reprioritising Workload
- Escalation Pathways — Deteriorating Patients and Senior Support
- Bed Moves and Admissions on the Unit — Coordinator Decisions
- End-of-Shift Debrief — Learning and Unfinished Care

Day 3: Delegation and Staff Allocation

- Acuity-Based Patient Allocation — Matching Skill to Need
- Delegation Decision Framework — Task, Person and Supervision
- Support Worker and Student Supervision — Scope and Oversight
- Agency and Float Staff Orientation — Safe Integration
- Workload Balance Across the Shift — Fairness and Fatigue

Day 4: Team Communication on the Ward

- TeamSTEPPS Tools for Ward Teams — Briefs, Huddles and Debriefs
- Check-Back and Call-Out Techniques — Critical Information
- Interdisciplinary Ward Rounds — Supervisor Coordination Role
- Communicating With Families at the Bedside — Supervisor Escalation
- Shift-to-Shift Continuity — Handover Ownership

Day 5: Coaching Clinical Staff

- GROW Coaching Conversations — Goal, Reality, Options, Way Forward
- Competency Sign-Off and Skills Observation — Supervisor Judgement
- Preceptorship for Newly Qualified Staff — Structured Support
- Coaching on the Floor — Brief Teaching Moments
- Development Conversations — Career Aspirations and Unit Needs

Day 6: Feedback and Performance

- Timely Feedback Models — Specific, Observed and Balanced
- Recognising Good Practice — Reinforcing Safe Behaviour
- Addressing Poor Performance Early — Informal Conversations
- Capability and Conduct Concerns — When to Involve the Manager
- Documenting Supervision Conversations — Fair Records

Day 7: Conflict on the Unit

- Thomas-Kilmann Conflict Modes — Choosing a Response Style
- Conflict Between Shifts — Handover Tension and Blame
- Disagreements With Medical Colleagues — Assertive Escalation
- Incivility and Bullying Concerns — Supervisor Duty to Act
- Mediation Conversations — Restoring Working Relationships

Day 8: Team-Level Safety and Quality

- Unit Safety Board Design — Measures the Team Sees Daily
- Falls, Pressure Injury and Medication Measures — Ward Indicators
- Incident Reporting Culture — Encouraging Open Reporting
- Rapid Learning From Ward Incidents — Huddle Reviews
- Quality Rounds and Spot Checks — Supervisor Assurance

Day 9: Wellbeing and Retention

- Staff Wellbeing Check-Ins — Fatigue and Moral Distress
- Psychological Safety on the Ward — Speaking Up
- Rota Fairness and Flexibility Requests — Supervisor Decisions
- Retention Conversations — Early Signals of Leaving
- Supervisor Resilience — Boundaries and Peer Support

Day 10: Practising the Unit Supervision Plan

- Applying Huddle and Shift Routines — Daily Rhythm
- Applying Allocation and Delegation Methods — Staffing Rules
- Applying Coaching and Conflict Approaches — Team Agreements
- Applying Team Safety Measures — Unit Board Content
- Completing the Unit Supervision Plan With Routines and Team Measures — Manager Sign-Off

Applying Healthcare Supervisor Skills After the Course

- Introduce a five-minute shift-start safety huddle on the ward for two weeks and log the risks and staffing gaps it surfaces.
- Hold two GROW coaching conversations with junior staff and agree with the ward manager three measures for the unit safety board.

Healthcare Supervisor Skills Questions FAQ

What are healthcare supervisor skills and why do they matter now?

Healthcare supervisor skills are the abilities a charge nurse or ward supervisor uses to run a shift, allocate staff, coach and keep patients safe. They matter now because higher acuity and mixed-experience rotas leave little margin for weak supervision.

Which roles gain most from healthcare supervisor skills training?

Charge nurses, ward supervisors, unit coordinators, newly promoted team leaders and senior allied health practitioners gain most. These roles lead colleagues shift by shift and decide who cares for which patient.

How does this healthcare supervisor skills course differ from a nurse manager leadership course?

It focuses on running the shift and supervising colleagues at the bedside rather than budgets, workforce planning and department strategy. A manager course looks across the service, while this course strengthens the daily decisions on one ward.

What do you bring back from healthcare supervisor skills training?

You bring back a unit supervision plan with huddle routines, allocation and delegation rules, coaching approaches and team measures. It gives your ward one agreed way of running each shift.

Healthcare Supervisor Skills: The Way Forward

The unit supervision plan with routines and team measures gives every charge nurse on the ward one shared way of running a shift. Its first use informs how the next rota allocates patients and runs the safety huddle. Supervisors and charge nurses use it daily with their ward manager, and after the first month the delegation rules and board measures deserve a fresh look.