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COURSE BROCHURE

Advanced High Impact Supervisory Skills Training Course

12 – 23 September 2027
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Advanced High Impact Supervisory Skills Training Course

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High Impact Supervisory Skills is a 2-week training course for experienced supervisors and team leaders who run shifts, crews and service floors, and it ends with a Supervisory Routine Playbook for the participant's own area. Frontline supervisors now carry tighter staffing, faster handovers and higher safety expectations, so the quality of daily supervision decides output and morale. Jupiter Prime Training delivers this course on High Impact Supervisory Skills.

Why High Impact Supervisory Skills Matter Now

Three forces press on the frontline supervisor. Lean staffing means each absence reshapes the shift, so workload allocation becomes a daily judgement rather than a fixed roster. A younger, mobile workforce expects frequent feedback and coaching on the job instead of annual appraisal. Safety and quality expectations now sit with the person closest to the work, not with a distant specialist. Sites that supervise well hold steady output, low rework and fewer incidents; sites that supervise badly see churn and repeated errors. The course draws on situational leadership, the plan-do-check-act cycle and coaching conversation models.

Who Gains Most from High Impact Supervisory Skills

- Shift leads responsible for handovers, rotas and the first hour of every shift
- Crew and line supervisors accountable for output, rework and safe working on the floor
- Service floor supervisors who balance queues, staffing gaps and customer escalations
- Maintenance and site foremen who allocate jobs and sign off completed work
- Team leaders newly holding disciplinary and attendance responsibilities

Operations units gain most when supervisors from consecutive shifts attend together, because handover standards and team routines then match across the full working day.

High Impact Supervisory Skills Capabilities

Participants leave able to run the shift through people rather than around them, with routines that hold when the supervisor is absent.

- Design a shift handover routine that transfers open risks and priorities — incoming supervisor
- Allocate workload against skills, absence and priority — shift output and fairness
- Apply on-the-job coaching using short observe-and-correct cycles — skill growth of each operator
- Conduct performance and attendance conversations with documented follow-up — HR partner and line manager
- Build a floor-level problem-solving huddle using simple cause analysis — recurring defects and delays
- Communicate safety ownership through visible checks and stop-work authority — site safety lead

Key High Impact Supervisory Skills Terms

- Shift handover — the structured transfer of status, open risks and priorities from one supervisor to the next at shift change.
- Skills matrix — a grid showing which operators are trained and signed off for which tasks, used to allocate work and plan cover.
- Tiered huddle — a short standing meeting at the start of a shift reviewing safety, output and problems against simple visual measures.
- Progressive discipline — a staged response to repeated conduct or performance issues, moving from informal word to formal warning with records.
- Gemba walk — a supervisor's planned visit to the place where work happens to observe, ask questions and spot problems.
- Stop-work authority — the right of any team member to halt a task they judge unsafe until the hazard is controlled.

High Impact Supervisory Skills Day by Day

Day 1: The Supervisor's Place in Operations

- Supervisory Role Map — Where Supervision Ends and Management Begins
- Span of Control Analysis — Crew Size and Supervisor Attention
- Shift Output Measures — Which Few Numbers the Floor Watches
- Stakeholder Map for Supervisors — Managers, Operators, Support Functions
- Personal Supervisory Style Inventory — Habits to Keep or Change

Day 2: Shift Handover and Start-Up

- Handover Checklist Design — Open Risks Passed to the Next Shift
- First-Hour Start-Up Routine — Staffing, Equipment and Priority Checks
- Shift Log Standards — What Gets Written and Who Reads It
- Visual Status Boards — Making Shift Position Visible to All
- Cross-Shift Agreements — Shared Standards Between Supervisors

Day 3: Allocating Work and People

- Skills Matrix Construction — Cover Gaps and Training Priorities
- Daily Work Allocation Grid — Matching Tasks to Skills and Absence
- Rota Fairness Principles — Overtime, Weekends and Unpopular Tasks
- Short-Interval Control — Hourly Checks Against Planned Output
- Escalation Rules for Staffing Gaps — When to Call the Manager

Day 4: Situational Supervision

- Situational Leadership Model — Directing or Supporting Each Operator
- Delegation Ladder — How Much Authority to Hand Over
- Instruction Giving Technique — Clear Tasks Checked Back
- Motivation Drivers on the Floor — Recognition, Autonomy and Fairness
- Managing Former Peers — Authority Without Losing Trust

Day 5: Coaching on the Job

- Observe-and-Correct Cycle — Quick Feedback While Work Happens
- Job Instruction Method — Teaching a Task in Four Steps
- Coaching Conversation Model — Goal, Reality, Options and Next Step
- Task Sign-Off Records — Proving Competence Before Solo Work
- Buddy and Mentor Pairings — Spreading Skills Across the Crew

Day 6: Performance and Attendance Conversations

- Expectation Setting Sheet — Standards Each Operator Agrees To
- Situation-Behaviour-Impact Feedback — Specific Comment on Observed Work
- Return-to-Work Interview — Absence Patterns and Support Needs
- Underperformance Diagnosis — Skill, Will or System Cause
- Conversation Records — Notes That Support Later HR Steps

Day 7: Discipline and Conflict on the Floor

- Progressive Discipline Stages — Informal Word to Formal Warning
- Investigation Interview Basics — Facts Before Judgement
- Crew Conflict Mediation — Restoring Working Relationships Quickly
- Grievance Handling Steps — Listening, Recording and Referring
- Consistency Checks — Treating Similar Cases Alike Across Shifts

Day 8: Floor-Level Problem Solving

- Tiered Huddle Format — Daily Review of Safety, Output and Problems
- Five Whys Questioning — Root Cause of Recurring Defects
- Fishbone Diagram — Grouping Causes by People, Method and Equipment
- Plan-Do-Check-Act Cycle — Testing a Fix Before Spreading It
- Problem Board Tracking — Owners and Dates for Every Action

Day 9: Safety Ownership and Team Routines

- Gemba Walk Routine — Planned Floor Visits With Set Questions
- Stop-Work Authority Briefing — Who May Halt Unsafe Tasks
- Near-Miss Reporting Habit — Learning Before Injuries Occur
- Standard Work Sheets — One Agreed Way to Do Critical Tasks
- Routine Audit Calendar — Checks That Keep Habits Alive

Day 10: Practising the Supervisory Routine Playbook

- Handover and Huddle Rehearsal — Applying Day 2 and Day 8 Routines
- Allocation Case Exercise — Applying the Skills Matrix Under Absence
- Difficult Conversation Role Play — Applying Feedback and Discipline Stages
- Peer Review of Routines — Testing Each Other's Floor Standards
- Supervisory Routine Playbook — Final Version for the Home Site

Applying High Impact Supervisory Skills After the Course

- Introduce a written handover checklist and a ten-minute tiered huddle on your shift, then compare open risks carried over across two weeks.
- Build a skills matrix for your crew and use it to plan task sign-offs and buddy pairings for the gaps it shows.

High Impact Supervisory Skills Questions FAQ

What are high impact supervisory skills and why do they matter now?

High impact supervisory skills are the routines a frontline supervisor uses to hand over, allocate, coach and correct work on the floor. They matter now because lean staffing and higher safety expectations put more weight on the person running each shift.

Which roles gain most from high impact supervisory skills training?

Experienced shift leads, crew supervisors, service floor supervisors and site foremen gain most. You benefit most if you already allocate work and hold conversations about attendance or performance, and want firmer routines for them.

How does high impact supervisory skills training differ from a general leadership course?

It stays on the floor rather than in the boardroom. A general leadership course covers vision and strategy; this one covers handovers, rotas, on-the-job coaching, huddles and discipline, the tasks a supervisor performs within each shift.

What do you bring back from high impact supervisory skills training?

You bring back a routine playbook for your own area. It holds your handover checklist, allocation grid, huddle format, coaching cycle and conversation records, ready to use with your crew on the first shift after the course.

High Impact Supervisory Skills: The Way Forward

The Supervisory Routine Playbook sets out how the participant's shift starts, runs and ends. Its first use is deciding who covers which task when absence strikes, using the skills matrix. Supervisors, their managers and incoming shift leads all work from it. After a month on the floor, revisit the huddle and handover standards, since those reveal fastest where routines slip.