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COURSE BROCHURE

Advanced Supervisory Skills Development Training Course

9 – 20 May 2027
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Advanced Supervisory Skills Development Training Course

Ref: 1169_43968 **Date:** 9 – 20 May 2027 **Location:** Kuala Lumpur **Fees:** 8000 GBP

Supervisory skills development is the focus of this 2-week advanced training course for experienced supervisors and team leaders, who leave with a Crew Capability and Workload Plan for their own section. Frontline supervisors now carry tighter staffing, faster shift patterns and higher expectations from crews, so their judgement shapes output, morale and retention more than any procedure. Jupiter Prime Training runs this course on supervisory skills development.

Why Supervisory Skills Development Matters Now

Three forces shape supervision today: leaner crews with mixed experience, operations that run around the clock, and employees who expect explanation rather than instruction. A section with a confident supervisor recovers quickly from absences, hands work across shifts without loss and settles disputes before they spread. A weak one loses skilled people, repeats the same faults and pushes every small decision upwards. The course draws on the Situational Leadership model, the GROW coaching model and the Plan-Do-Check-Act PDCA cycle, applied to the daily rhythm of a supervised crew.

Who Gains Most from Supervisory Skills Development

- Supervisors responsible for allocating daily work across a crew or shift
- Team leaders accountable for output, attendance and conduct of a section
- Shift leads who hand over live work to an incoming crew
- Charge hands who coach new starters and mixed-experience crews
- Section heads who resolve first-stage grievances and discipline cases

Operations, maintenance and service units gain most when supervisors from neighbouring shifts attend together and agree common handover and feedback routines.

Supervisory Skills Development Capabilities

Participants move from reacting to each shift's problems towards running a crew through deliberate allocation, coaching and follow-up.

- Assess each crew member's competence and willingness on key tasks — task allocation and cover decisions
- Design a delegation ladder that widens authority step by step — crew development and succession
- Apply the GROW model in short coaching conversations on the job — individual improvement plans
- Communicate behavioural feedback with clear evidence and agreed actions — performance reviews and appraisals
- Build a structured shift handover that protects open jobs and hazards — the incoming supervisor
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Weigh informal correction against formal discipline in conduct cases — the department manager and HR partner

Key Supervisory Skills Development Terms

- Span of control — the number of people a supervisor directs; it limits how much individual coaching time each person can receive.
- Delegation ladder — staged levels of authority, from doing as instructed to acting and reporting afterwards, given as competence grows.
- Skills matrix — a grid that records which crew members can perform each task, and to what standard, for cover planning.
- Shift handover log — a written record of open jobs, hazards and decisions passed from one crew leader to the next.
- Behavioural feedback — feedback that names an observed action and its effect, rather than a judgement about the person.
- Progressive discipline — a graded sequence of responses to repeated misconduct, from informal word to formal warning.

Supervisory Skills Development Day by Day

Day 1: The Supervisor's Changing Role

- Role Clarity Map — What Supervisors Own Versus Escalate
- Span of Control Review — Coaching Time Available per Crew Member
- Crew Expectations Survey — Gaps Between Supervisor and Crew Views
- Credibility Sources Analysis — Earning Authority Beyond Job Title
- Personal Supervisory Style Profile — Strengths to Keep and Habits to Drop

Day 2: Reading the Crew

- Situational Leadership Model — Matching Direction and Support to Readiness
- Skills Matrix Construction — Cover Gaps and Single-Person Dependencies
- Motivation Drivers Interview — Individual Levers for Effort and Retention
- Informal Leader Mapping — Influence Within the Crew
- New Starter Integration Checklist — First-Month Support Priorities

Day 3: Workload Planning and Allocation

- Daily Work Allocation Board — Balancing Urgency, Skill and Fairness
- Capacity Versus Demand Chart — When to Request Extra Labour
- Absence Cover Rules — Rotating Overtime and Cross-Skilled Backup
- Priority Sorting Grid — Sequencing Planned and Breakdown Work
- Standard Work Sheets — Consistent Methods Across Shifts

Day 4: Delegation That Builds Capability

- Delegation Ladder Levels — Widening Authority as Competence Grows
- Task Briefing Template — Outcome, Limits and Check Points
- Follow-Up Rhythm Design — Checking Without Taking Work Back
- Reverse Delegation Signals — Keeping Problems With Their Owners
- Stretch Assignment Selection — Preparing Deputies and Successors

Day 5: Shift Handovers and Continuity

- Structured Handover Log — Open Jobs, Hazards and Pending Decisions
- Face-to-Face Handover Routine — Confirming Understanding Across Crews
- Permit and Isolation Status Briefing — Safe Restart of Live Work
- Cross-Shift Issue Tracker — Ending Repeated Faults Between Crews
- Handover Quality Audit — Spot Checks and Corrective Prompts

Day 6: Coaching on the Job

- GROW Coaching Model — Short Conversations at the Workplace
- Questioning Ladder — Open, Probing and Commitment Questions
- Demonstrate-Observe-Correct Cycle — Teaching a Practical Task
- Coaching Log — Tracking Agreed Actions and Progress
- Peer Coaching Pairs — Spreading Skill Without Supervisor Bottlenecks

Day 7: Feedback and Performance Conversations

- Situation-Behaviour-Impact Feedback — Specific Praise and Correction
- Performance Evidence File — Facts Before Appraisal Discussions
- Underperformance Diagnosis — Skill, Will or System Causes
- Improvement Agreement Format — Targets, Support and Review Dates
- Recognition Practices — Reinforcing Standards Without Favouritism

Day 8: Conduct, Discipline and Grievances

- Progressive Discipline Sequence — Informal Word to Formal Warning
- Investigation Interview Plan — Fair Fact-Finding Before Action
- Grievance Handling Steps — First-Stage Resolution at Crew Level
- Conflict De-Escalation Script — Calming Disputes on the Shop Floor
- Case Record Standards — Notes That Support Later Decisions

Day 9: Problem Solving and Upward Influence

- PDCA Cycle — Testing Fixes for Recurring Crew Problems
- Five Whys Analysis — Root Causes Behind Delays and Defects
- Upward Report Format — Presenting Crew Issues to Managers
- Resource Request Business Case — Justifying Tools and Labour
- Change Briefing Plan — Explaining New Methods to Sceptical Crews

Day 10: Practising the Crew Capability and Workload Plan

- Skills Matrix and Readiness Review — Applying Day 2 to Own Crew
- Allocation and Cover Rules Draft — Applying Day 3 to Own Section
- Delegation and Coaching Schedule — Applying Days 4 and 6 to Named People
- Peer Challenge Panel — Testing Plans Against Realistic Scenarios
- Crew Capability and Workload Plan — Final Version for Manager Sign-Off

Applying Supervisory Skills Development After the Course

- Rebuild the crew skills matrix with each team member and close the two largest cover gaps through planned coaching.
- Introduce the structured handover log on every shift and run weekly spot checks with the other supervisors.

Supervisory Skills Development Questions FAQ

What is supervisory skills development and why does it matter now?

Supervisory skills development is the deliberate building of the abilities a frontline leader uses daily: allocation, delegation, coaching, feedback and discipline. It matters now because leaner, mixed-experience crews depend on supervisors to keep output steady and retain skilled people.

Which roles gain most from supervisory skills development?

Experienced supervisors, shift leads, team leaders and charge hands gain most. You benefit if you already run a crew and want firmer routines for allocating work, handing over shifts, coaching individuals and handling conduct issues fairly.

How does supervisory skills development differ from a first-time manager course?

Supervisory skills development at this level assumes you already supervise. A first-time manager course covers basics such as role change and planning; this course goes deeper into crew readiness, handover control, coaching cycles and formal conduct cases.

What do you bring back from supervisory skills development training?

You bring back a written plan for your own crew covering skills cover, allocation rules, delegation steps and coaching priorities, already tested with peers and ready to discuss with your manager.

Supervisory Skills Development: The Way Forward

The Crew Capability and Workload Plan first informs who covers which tasks during absences and peaks. Supervisors use it daily, and managers use it to judge where to invest in training or extra labour. After the first month, revisit the delegation levels: crew members who have grown into new tasks can take wider authority, freeing supervisor time for coaching and problem solving.