



# Roadmap to Advanced Supervisory Skills and Success - The Supervisor Development Program

برنامج تطوير المشرفين والاداريين - المهارات الإشرافية والإدارية وتحقيق الأهداف

07 - 11 October 2024

Dubai / UAE

## Introduction

This course offers an extensive training on the latest in supervision including new information on Challenges of Supervisors in the 21st Century, Fundamentals, Problem Solving and Decision Making, employee loyalty, conflict resolution, and group development, SMART Goals, Planning and Organizing, Leadership Skills and Motivation.

## Objectives

- Challenges of Supervision Today
- SMART Goals
- Planning and Organizing
- Problem Solving and Decision Making
- Emotional Intelligence
- Multicultural Communication
- Organization Behavior
- Individual and Group Behavior
- Motivation Concept
- Change Management
- Leadership Skills

## Who Should Attend?

- Top Management
- Middle Management
- Supervisors

## Course Outline

### Day One

- Fundamentals of Supervision
- Supervision Challenges
- Emotional Intelligence
- Theories of Managing People
- Individual and Organizational Behavior
- Enhancing Motivation
- Interpersonal Communication
- Attitudes , Personality and Values

### Day Two

- SMART
- Planning and Organizing
- Group Dynamics and Work Teams
- Problem Solving and Decision Making
- Creativity
- Managing Conflict
- Negotiation Techniques
- Managing Diversity
- Multicultural Communication

### Day Three

- Leadership Skills
- Followers Styles
- Empowerment and Coaching
- Team Formation
- Conflict Management

### Day Four

- Performance Management
- Motivation Theories
- Johari Window
- Freud Iceberg
- Organizational Iceberg
- The Supervision Triangle

## Day Five

- Critical Thinking
- Managing Change
- Knowledge Management
- Talent Pipeline
- Habits of Effective Supervisors

### Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7" Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

### Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

### Schedule

#### The course agenda will be as follows:

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

### Course Fees\*

- **3,950 USD**  
*\*VAT is Excluded If Applicable*

## المقدمة

سوف تقدم هذه الورشة تدريب مكثف ومعلومات جديدة عن التحديات التي تواجه المشرفين في القرن الـ ٢١، أساسيات، وحل المشكلات واتخاذ القرارات، ولقاء الموظف، وحل النزاعات، والتنمية مجموعة، الأهداف الذكية، والتخطيط والتنظيم، مهارات القيادة والدافع.

## الإهداف

بعد الانتهاء من هذه الدورة سيتمكن المشاركون من التعرف على:

- تحديات الإشراف اليوم
- الأهداف الذكية
- التخطيط والتنظيم
- حل المشكلات واتخاذ القرار
- الذكاء العاطفي
- الاتصال متعدد الثقافات
- السلوك الفردي والجماعي
- إدارة التغيير
- مهارات القيادة

## الحضور

- الإدارة العليا
- الإدارة الوسطى
- المشرفون