



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Supervisory Skills for First Line Managers

3 day course

Classroom, online or in-house

Course overview

A supervisor is the only manager most employees deal with, which makes the role the point where organisational intent either becomes daily practice or does not, and it is usually filled by promoting the best operator with no preparation at all. This course prepares them. Delegates work through the shift from doing the work to getting it done through others, planning and allocating a day's work against people with different capability, and giving instructions that are actually understood. Feedback, both corrective and positive, is practised. Handling a former peer group is addressed directly. Absence, timekeeping and the early conduct issues a supervisor must not let drift are covered. The course closes on safety and quality responsibility, and on escalating what sits above your authority.

What you will learn

- Make the shift from doing the work to achieving it through others
- Plan and allocate a day's work across people of differing capability
- Give instructions that are understood and confirmed
- Give corrective and positive feedback without damaging the relationship
- Manage a team that recently included your peers
- Address absence, timekeeping and conduct before they drift
- Carry safety and quality responsibility, and escalate appropriately

Who should attend

- Newly appointed supervisors and team leaders
- Senior operators and artisans preparing for supervision
- Shift leaders and charge hands
- Administrative and office supervisors
- Managers developing supervisory capability in their teams

Course outline

- 01 The only manager most employees deal with
- 02 From doing to supervising
- 03 Planning and allocating the day
- 04 Instructions that are understood
- 05 Corrective and positive feedback
- 06 Managing former peers
- 07 Absence, timekeeping and early conduct issues
- 08 Safety, quality and escalation

Upcoming dates

Dates	Venue	Format	Fee per delegate
21 to 23 September 2026	Gaborone, Botswana	Classroom	R14,950
7 to 9 October 2026	Online	Online	R6,500
23 to 25 November 2026	Accra, Ghana	Classroom	USD 995

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia,



Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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