

Value Added Training

Supervisory Development Skills

Qualification Details



COURSE TYPE	Value Added Unaccredited Training
COURSE TITLE	Supervisory Development Skills
TARGET AUDIENCE	Supervisors or team leaders working in various areas
DURATION	2 days
CERTIFICATE TYPE	Attendance
BENEFITS:	Employee wellness, MG spend & B-BBEE



The purpose of the **Supervisory Development Skills** course is to transition team leaders from technical, task-focused roles into effective, strategic managers capable of driving operational excellence. By bridging the gap between frontline execution and management, the programme equips supervisors with the leadership tools, time-management strategies, and legal knowledge necessary to maintain high service standards while fostering a productive, compliant, and motivated workforce.

Upon successful completion of this course, learners will be able to:

- **Implement Operational Efficiency:** Master the art of delegation and prioritisation to ensure all site-specific cleaning and service tasks are completed on time and to standard.
- **Enhance Client Relations:** Professionally manage client interactions, handle complaints effectively, and apply service recovery techniques to ensure long-term contract retention.
- **Ensure Legal Compliance:** Navigate the complexities of South African Labour Law (BCEA, LRA, and OHS Act) to manage staff fairly and reduce the risk of industrial action or CCMA referrals.
- **Master Performance Management:** Correctly apply progressive discipline and performance-tracking tools to address misconduct and sub-standard work.
- **Resolve Workplace Conflict:** Utilise emotional intelligence and mediation techniques to manage diverse teams and de-escalate friction before it impacts productivity.
- **Drive Resource Management:** Effectively manage staff attendance, shift rotations, and equipment usage to ensure maximum output within budgetary constraints.

Professional Customer Service:

Understanding the "Service Profit Chain" and the supervisor's role in client retention.

Managing client expectations and professional communication on-site. Handling complaints and "Service Recovery" techniques.

Operational Productivity:

Planning and prioritising: Using the Urgent/Important matrix for cleaning schedules.



The Art of Delegation: How to assign tasks effectively without micromanaging.

Time Management: Managing resources, absenteeism, and shift rotations during peak periods.

Quality Control:

Conducting site audits and using checklists to maintain standards.

The "Site Walkthrough": Identifying gaps before the client does.

South African Labour Law Framework:

Key provisions of the BCEA (Basic Conditions of Employment Act) and LRA (Labour Relations Act).

Health and Safety compliance:

Understanding OHSA and COIDA (Injury on Duty) responsibilities.

Managing Performance & Discipline:

The difference between Misconduct and Incapacity (Poor Performance).

The legal process for "Progressive Discipline" (Verbal vs. Written Warnings).

Lawful instructions and the importance of accurate record-keeping (Timesheets and incident logs).

Conflict Resolution & Team Dynamics:

Identifying the root causes of conflict in diverse teams.

Techniques for mediation and de-escalating workplace friction.

Emotional Intelligence (EQ): Managing self and others in high-pressure environments

Assessment Method

- Participation in practical activities and role-plays
- Final quiz (open book, scenario-based)
- Submission of a short personal action plan



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