

Supervisory Development Skills



**AMALGA
TRAINING**

Transitions team leaders from technical, task-focused roles into effective, strategic managers capable of driving operational excellence.

COURSE TYPE

Short Course

Value added - unaccredited

DURATION

2 Days

Classroom attendance

CERTIFICATE

Attendance

Issued by Amalga Training

WHO ATTENDS

Supervisors

And team leaders

About this Course

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.

Who Should Attend

Aimed at **supervisors and team leaders** working in various areas:

- ▲ **Newly promoted supervisors** moving from doing the work to managing it.
- ▲ **Site and shift leaders** accountable for client standards, attendance and equipment.
- ▲ **Team leaders** who issue instructions, manage conflict and handle discipline.

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

Operational efficiency

01

Master delegation and prioritisation so site cleaning and service tasks are done on time and to standard.

Client relations

02

Manage client interactions, handle complaints and apply service recovery to retain contracts.

Legal compliance

03

Navigate the BCEA, LRA and OHSA to manage staff fairly and reduce the risk of CCMA referrals.

Performance management

04

Apply progressive discipline and performance-tracking tools to misconduct and sub-standard work.

Conflict resolution

05

Use emotional intelligence and mediation to manage diverse teams and de-escalate friction.

Resource management

06

Manage attendance, shift rotations and equipment for maximum output within budget.

COURSE PATHWAY ► THREE MODULES OVER TWO DAYS, THEN A CERTIFICATE

1 MODULE

Service & Productivity 3 Topics

Client retention, delegation, time and site standards.

2 MODULE

Law & Safety 2 Topics

BCEA, LRA, OHSA and injury-on-duty duties.

3 MODULE

Discipline & Teams 2 Topics

Progressive discipline, records, mediation and EQ.

★ FINAL

Certificate Attendance

Issued on completion of the two days.

Seven topics in three modules

The course runs from the client-facing side of supervision — service, productivity and quality — into the legal framework a supervisor works inside, and closes on the two things supervisors most often get wrong: discipline and conflict.

3
MODULES

7 topics · 2 days

MODULE 1

Service, Productivity & Quality Control

3 TOPICS

Keeping the contract, and getting the work done to standard.

▶ **Professional Customer Service**

The Service Profit Chain and the supervisor's role in client retention, managing client expectations on-site, and service recovery.

▶ **Operational Productivity**

Prioritising with the Urgent/Important matrix, delegating without micromanaging, and managing absenteeism and shift rotations in peak periods.

▶ **Quality Control**

Site audits and checklists, and the walkthrough that identifies gaps before the client does.

MODULE 2

Labour Law & Health and Safety

2 TOPICS

The legal framework a supervisor works inside, and the duties that sit on site.

▶ **South African Labour Law Framework**

Key provisions of the BCEA (Basic Conditions of Employment Act) and the LRA (Labour Relations Act) as they apply to supervising staff.

▶ **Health and Safety Compliance**

Understanding OHSA and COIDA (injury on duty) responsibilities on site.

MODULE 3

Discipline & Team Dynamics

2 TOPICS

Acting on poor performance lawfully, and handling friction in a diverse team.

▶ **Managing Performance & Discipline**

Misconduct versus incapacity (poor performance), the legal process for progressive discipline (verbal versus written warnings), lawful instructions, and record-keeping in timesheets and incident logs.

▶ **Conflict Resolution & Team Dynamics**

Root causes of conflict in diverse teams, mediation and de-escalation techniques, and emotional intelligence: managing self and others under pressure.

Certification & Benefits

Assessment is by participation in practical activities and role-plays, an open-book scenario-based quiz, and a short personal action plan. Each delegate receives a certificate of attendance. As value added training, the course contributes to:

- ✓ Employee wellness
- ✓ Mandatory grant (MG) spend
- ✓ B-BBEE skills development