

Scandinavian Academy
Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Supervisory Skills And Development of leadership

Code	City	hotel	Start	End	price	Language - Hours
LC-440SA	Dammam	Hotel Meeting Room	2027-08-01	2027-08-05	9950 SR	En - 25

Program Objectives

By the end of the program, participants will be able to:

- Define the scope, nature and responsibility of the supervision role and the challenges this role places on them.
- Effectively communicate verbally and non-verbally with others.
- Apply their role as motivators.
- Identify their teamwork style and build an effective team.
- Practice professional techniques in providing positive discipline.
- Use different skills in interpersonal problem-solving and conflict management

Program Outline

Being a Supervisor Today

- Myths about Supervision
- Supervisors Key Tasks
- Essential Skills for Supervisors
- Responsibilities and Challenges
- Problems Supervisors Encounter

Communicating Effectively

- The Communication Process

- Approaches to Interpersonal Relationships with Employees
- Ten Commandments of Human Relations
- Developing Effective Listening Habits
- The Value of Feedback
- Techniques in Providing Feedback
- Guidelines for Assertive Communication

Motivating your Workforce

- Definitions of Motivation
- Myths about Motivation
- Motivation and Performance
- Different Workable Motivational Theories
- Building a Motivational Environment

Working with Teams

- Identifying your Teamwork Style
- Supervisors Involvement with Teams
- Team Process Facilitation
- Obstacles to Effective Teamwork
- Overcoming Obstacles to Effective Teamwork
- Team Decision-Making Procedures

Orientation and Positive Discipline

- Perceptions During Orientation
- Orientation and Follow Up
- Use of Progressive Disciplinary Practices
- Types of Reinforcement
- Applying Reinforcement Strategies

Creative Interpersonal Problem-Solving

- Interpersonal Problem-Solving Process
- Steps for Interpersonal Problem-Solving
- Encouraging Creative Thinking
- Applying Brainstorming Formats and Mechanics
- Key Conflict Management Skills

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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