MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Executive Leadership and Management

Supervisory and Operations Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2681	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

This programme is ideal for new and experienced supervisors. The training modules have also proved valuable to graduate engineers, middle managers and others wishing to improve and formalise their knowledge, understanding and awareness of relevant topics.

The purpose of the SLP is to provide students with knowledge of the role and functioning of production/operations management (POM) and the basics of productivity management; including some of the theoretical concepts and practical skills relating to POM strategies, selected aspects of the design, planning and control, and improvement of the production/operations management system, and the macro- and microperspective of productivity management.

Course Outcomes

- Process design
- The design of products and services
- Supply network design
- Layout and flow
- Process technology
- Job design and work organisation
- The nature of planning and control
- Capacity planning and control
- Inventory planning and control
- Supply chain planning and control
- Enterprise resource planning(ERP)
- Lean operations and JIT
- Project planning and control
- Quality planning and control

Course Outline / Curriculum

Introduction to Supervisory and Operations Management

- Managing staff, others and resources • Effective Communication
- Health, Safety and essential employment law • Managing Teams and individuals

Benefits

- Understand the differences between leadership and Management and how these may be applied in the workplace
- Able to interpret which situations require various leadership styles and when it is best to apply particular styles
- Recognise the need for and apply the techniques required to successfully motivate a work team
- Manage own persona effectiveness in the workplace through time management, planning and delegation techniques
- Understand communication techniques and be able to apply these to ensure effective exchange of information
- The essentials of efficient and effective meetings, both at day-to-day level i.e. tool box talks and more structured operational and project meetings
- In overview, the legal responsibility supervisors have for health and safety and employment law
- The role of industry specific collective agreements

Managing Teams and Individuals

- Leadership and leadership styles
- Team performance
- Persuading and influencing people

Benefits

- How you can personally identify your competence and development needs and develop appropriate strategies to meet them
- Understand and apply the concept of emotional intelligence
- The application of leadership styles and team performance dynamics; gaining influence, commitment and credibility with the team
- Employment legislation and its impact on labour planning, recruitment and selection
- Negotiation skills to reduce resistance and mediate conflict situations positively

Managing Teams and Individuals

- Team selection
- Effective business reporting
- Performance management
- Getting the message across and achieving the task

Benefits

- The role of formal appraisal systems and how to set SMART objectives
- Preparation of written and verbal reports

Training needs analysis and effective job instruction techniques

- Able to conduct job instruction in the workplace and to review effectiveness of any training both to the individual and the team as a whole
- Able to present information effectively during toolbox talks and other situations and how to deal with multi- cultural audiences

Achieving the Task

- Planning and monitoring
- Managing quality
- Managing the change

Benefits

- Able to manage the change process effectively and encourage innovation within the team
- Establishing commitment within the team and developing a culture of continuous improvement
- Understand the fundamental concepts of accountancy and how financial information is used as an instrument of management
- Able to apply the principles of project planning and control

Achieving the Task

- Project control cycle
- Understanding costs and budgets

Benefits

- Able to apply the principles of project planning and control
- Construct and used bar charts and understand their limitations
- Understand what is meant by ‘critical path’ and how to identify where it lies
- Identify ‘float’ and how it can be used to balance resources
- Understand the significance of a ‘table of precedence’ and how to construct the table
- Illustrate the use and advantages of applying network analysis to projects

Presentation Skills

- Developing and Structuring presentations
- Using audio / visual aids
- Understanding your personal style
- Practical work

Benefits

- Speak to groups with greater confidence and professionalism
- Plan and prepare effective presentations
- Develop confidence
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The importance of key issues and gaining audience acceptance of your message

- Keep the audience engaged, including interaction, taking questions and feedback
- Effective use of audio / visual aids

Target Audience

The programme is applicable to persons currently employed or those wishing to take up employment in the production/operations function of a business, organisation or institution. The course content will be relevant to a range of positions, including production/operations employees, first-line supervisors, and employees in managerial positions (junior to senior) in the production/operations function. It is recommended for people involved in both manufacturing and service industries. Overall, it is recommended for all people who wish to obtain comprehensive exposure to the field of production/operations and productivity management.

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairobi,
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flex

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Supervisory and Operations Management
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____