



PanAfrica Annex

SCHOOL OF LEADERSHIP

LEAD • INSPIRE • IMPACT

CERTIFIED SUPERVISORY SKILLS DEVELOPMENT COURSE (SSD)



Live Online Sessions



**Practical Case
Studies**



Professional Certification

PanAfrica Annex School of Leadership

Developing Africa's Future Leaders Through Practical Learning

Introduction

The 2-week Certified Supervisory Skills Development (SSD) course equips participants with practical skills in supervision, leadership, communication, employee management, conflict resolution, and performance improvement. The training combines live online sessions, practical exercises, assessments, and workplace learning to prepare participants for effective supervisory roles.

Live Sessions

Interactive online sessions delivered by experienced facilitators, focusing on practical supervisory skills, leadership techniques, employee management, and workplace applications.

Self-Paced Learning

Participants receive notes, practical exercises, recordings, and assessment questions to reinforce learning and support continuous progress.

Course Completion Requirements

- ✓ Complete weekly assessments
- ✓ Participate in live sessions
- ✓ Submit practical assignments
- ✓ Complete the final practical project
- ✓ Fulfill registration requirements

Note: A CMEP Certificate will be awarded upon successful completion.

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WEEK 1		
DAY	TOPIC	KEY LEARNING AREA
DAY 1	Introduction to Supervisory Skills	• Role and Responsibilities of a Supervisor • Supervision, Leadership & Workplace Accountability • Building High-Performing Teams Through Effective Communication
DAY 2	Leadership & Team Management	• Leadership Styles & Effective Supervision • Building and Motivating High-Performing Teams • Delegation & Managing Team Dynamics
DAY 3	Effective Communication Skills	• Effective Workplace Communication & Active Listening • Giving Clear Instructions and Constructive Feedback • Managing Professional Workplace Conversations
DAY 4	Emotional Intelligence	• Emotional Awareness & Stress Management • Managing Difficult Employees and Workplace Conflicts • Professional Communication, Mediation & Relationship Building
DAY 5	Conflict Resolution & Problem Solving	• Identifying and Managing Workplace Conflicts • Negotiation & Professional Decision-Making • Practical Problem-Solving Techniques
Online self-assessment Quiz 1		



WEEK 2

DAY	TOPIC	KEY LEARNING AREA
DAY 6	Time & Work Management	• Planning, Prioritization & Goal Achievement • Workload, Scheduling & Resource Management • Productivity and Workplace Efficiency Strategies
DAY 7	Employee Relations & Workplace Ethics	• Building Positive Professional Relationships • Workplace Ethics, Integrity & Professional Conduct • Diversity, Inclusion & Respectful Work Environments
DAY 8	Performance Management	• Setting Performance Goals and Expectations • Monitoring Performance & Conducting Reviews • Coaching, Mentoring & Managing Underperformance
DAY 9	Change Management	• Leading Teams Through Organizational Change • Managing Resistance and Building Adaptability • Continuous Improvement and Growth Strategies
DAY 10	Workplace Health, Safety & Compliance	• Workplace Safety Responsibilities and Standards • Risk Identification and Prevention Strategies • Compliance, Policies & Creating Safe Work Environments

Online self-assessment Quiz 2