



Supervising Others

SEHG-SV-5210 · Business · approx. 10 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it. This workshop will help supervisors become more efficient. They will also become more proficient with delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 10 instructional videos — 10 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Setting Expectations**
 - Defining the Requirements
 - Identifying Opportunities for Improvement and Growth
 - Setting Verbal Expectations
 - Putting Expectations in Writing

- **Module 3 — Setting Goals**
 - Understanding Cascading Goals
 - The SMART Way
 - The Three P's
 - Helping Others Set Goals
- **Module 4 — Assigning Work**
 - General Principles
 - The Dictatorial Approach
 - The Apple-Picking Approach
 - The Collaborative Approach
- **Module 5 — Degrees of Delegation**
 - Level One: Complete Supervision
 - Level Two: Partial Supervision
 - Level Three: Complete Independence
- **Module 6 — Implementing Delegation**
 - Deciding to Delegate
 - To Whom Should You Delegate?
 - Providing Instructions
 - Monitoring the Results
 - Troubleshooting Delegation
- **Module 7 — Providing Feedback**
 - Characteristics of Good Feedback
 - Feedback Delivery Tools
 - Informal Feedback
 - Formal Feedback
- **Module 8 — Managing Your Time**
 - The 80/20 Rule
 - The Urgent/Important Matrix
 - Using a Productivity Journal
 - Using Routines and Rituals to Simplify Your Workday
- **Module 9 — Resolving Conflict**
 - Using a Conflict Resolution Process
 - Maintaining Fairness
 - Seeking Help From Within the Team
 - Seeking Help from Outside the Team
- **Module 10 — Ten Tips for Special Situations**
 - What to Do If You've Been Promoted From Within the Team
 - What To Do If You're Leading a Brand New Team
 - What to Do if You're Taking on an Established Team
- **Module 11 — A Survival Guide for the New Supervisor**
 - Ask the Right Questions of the Right People
 - Go to Gemba
 - Keep Learning!
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
 The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of

the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-SV-5210 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.