Public Sector Management · PM170

How to Supervise Public Sector The Complete Course

Amman (Jordan) · 13 - 17 Dec 2026

Date	Venue	Duration
13 - 17 Dec 2026	**Amman (Jordan)**	**1 Week**
Fee	Ref	Language
£3,100 GBP	**PM170**	**English**

Introduction

The majority of civil servants promise to provide public service, but these promises are generally contingent on two factors: (1. Respected and compassionate supervisors who value their work., And (2.) similar relationships with other civil servants. As a result, for most civil servants seeking the value of work that can only be provided by the manager's attitude and skills, the supervisor role can be a game changer.
Effective managers understand how to design interactions that demonstrate how much each employee is worth for their efforts. This improves the output and performance of employees who are directly affected by the manager. Careful planning can be beneficial, but nothing enhances an employee's attitude and value as much as a manager who guides, guides, and trains employees to fulfil their greater responsibilities. This comprehensive public sector supervision training programme teaches and demonstrates fundamental skills in encouraging, coaching, planning, and training to improve team performance. All of these monitoring actions have an impact on an employee's motivation and lead to improved performance. This focus enables public sector supervisors to overcome their apathy and find fulfilment in important supervisory work.

Course Objectives of How to Supervise Public Sector

- How to create high performers out of unmotivated workers
- How to use the power of attitude and personal influence ?
- Comprehend the fundamentals of mentoring and direct coaching
- The ways of delivering feedback over constructive criticism
- Determine methods in which you can add significance to supervising people
- Learn the skills of on-the-job training techniques

Course Methodology of How to Supervise Public Sector

Participants will learn by active participation during the programme via the use of personal activities, questionnaires, group exercises, videos and lessons, and discussions of “real life” cases in their organisations.

Organisational Impact of How to Supervise the Public Sector

- Develop a self-directed team of employees inspired by any challenge
- Reach more elevated levels of productivity by departments and people
- Deliver a path for every employee to achieve their objectives
- Manage around the constant changes in administrations
- Add value to the requirements of the departments

Personal Impact of How to Supervise the Public Sector

- Improve the skills of Motivating and Coaching your attendants
- Develop the skill of Evaluating subordinates for further development
- Developing the skill and techniques of on-the-job training
- Create a positive impact on the department and organisation
- Plan around constant change

Target Audience of How to Supervise Public Sector

Any public supervisor of people that manages a department or a team of people in any size government including:

- Department Managers
- Team Leaders
- Project Managers
- Supervisors of government-managed operations
- New Supervisors

Course Outlines of How to Supervise Public Sector

DAY 1

The Role & Qualities of a Public Sector Supervisor

- Understand the Roles of Government
- The Job of a Public Supervisor
- The Qualities and Competencies required to be an Effective Supervisor
- Personal Analysis of your Own Competencies
- Assessing your Own Style of Supervision

DAY 2

Supervising the Public Sector Employees

- Appraising and Understanding the Competencies of each Employee
- Helping Employees create a Personal Development Plan
- Coaching vs. Managing Employees to Higher Achievements
- Motivating Principles Applied to Public Sector Employees
- On-the-Job Training Techniques

DAY 3

The Supervisor's Role of Planning and Performance Management

- Applying the Concepts of Total Quality Throughout

- Creating a Continuous Improvement Plan for the Department
- Developing Service Quality Standards for the Department
- Tracking the Progress of Personal and Department Performance
- Creating a Continuous Learning Plan

DAY 4

Delegating and Empowering Your People

- Learn to Use Delegation as a Training Vehicle
- Creating a Delegation Plan for the Department
- Supervising and Appraising through Delegation
- The True Principles of Empowerment
- Case Studies on Empowerment

DAY 5

Improving your personal competencies

- Understanding and Applying the Skills of Emotional Intelligence
- Self-Awareness of your Own Emotional Capabilities
- Using Self Awareness to Manage your Own Decision-making
- Applying Self-Management to Employee Engagement Skills
- Focusing on the Future – Department and Personal Future Goals

Register or ask about this course online

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