



## Certified Supervisor (CS)™

**The International Institute of Leadership Studies** offers a range of certifications for governmental organizations, business professionals, academics and those in the non-profit sector. These programs are available via in-house lectures as well as online self-study through our virtual campus provided by our partner, the Center for Leadership Certification™. Certification is met through online exams.

The Certified Supervisor (CS)™ course prepares students to be supervisors in a challenging modern workplace. It is based on the premise that organizational variables including diversity in the workforce, computer and communication technology, and the design of organization structures are constantly changing. Overall, this program focuses on discussing important supervision concepts and providing fundamental skills necessary for applying these concepts. Students will learn the critical role of a supervisor in an organization and the abilities needed to be successful.



## How is the International Institute of Leadership Studies Different?

### Our Values

The IILS encourages leadership that empowers and elevates every individual. By focusing on programs that develop personal awareness through the mastery of emotional, moral, and social intelligence we change how leadership evolves worldwide. Today leaders must consider not only profitability, but also the sustainability of planet and people as well. We believe a balanced approach that takes advantage of modern globalization can achieve all three of these goals.

### Our Network

By creating a global network of training partners who follow the IILS standards of excellence through a commitment to lifelong learning, we create a common curriculum that expands according to the input provided by our students, partners, members and educators. Our network directly contributes to our "global benchmark" that truly is international in nature and still relevant to the individual on a local level.

### Our Community

The IILS was established as an organization of learning where great minds could contribute to the global evolution of education and development through an expanding membership base worldwide. We strive to expand the benefits to our community of organizations, professionals and educators. There are many ways to connect online via [www.theglobalbenchmark.com](http://www.theglobalbenchmark.com)

### Online Learning Portals

An additional option is our online learning portals via our partnership with the Center for Leadership Certification (CLC)™ that can include exams, videos and other valuable resource materials that you provide or we create for you.

### Certification:

Exam – Achieved by passing the online exam based on the training modules. The exam focuses on the material in the specific module and consists of one hundred (100) multiple-choice questions. The questions are primarily behavior based, so a good understanding of the material is required to pass. Exams are timed and administered through our online partner – the Center for Leadership Certification™ (CLC).



## LEARNING OPTION



### Classroom Training

Five [5] consecutive days. This offers the option of supported learning by a facilitator and interactive group discussions, allowing for a cross-pollination of ideas and concepts. There is an online exam after classroom training is completed; normally about a week after the classroom experience.

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For more information visit:

[www.theiils.com](http://www.theiils.com)

Or email us at:

[learnmore@theiils.com](mailto:learnmore@theiils.com)



For online exams visit:

[www.clc-campus.com](http://www.clc-campus.com)

## Course Content

### Duration:

5 Days

### Certification:

Exam – 100 multiple choice questions based on the following content:

#### PART ONE: WHAT IS A SUPERVISOR?

1: Modern Supervision: Concepts and Skills

#### PART TWO: MODERN SUPERVISION CHALLENGES

2: Ensuring Quality and Productivity  
3: Groups, Teams, and Powerful Meetings  
4: Corporate Social Responsibility and Ethics  
5: Managing Diversity

#### PART THREE: FUNCTIONS OF THE SUPERVISOR

6: Reaching Goals: Plans and Controls  
7: Organizing and Authority  
8: The Supervisor as Leader  
9: Problem Solving, Decision Making, and Creativity

#### PART FOUR: SKILLS OF THE SUPERVISOR

10: Communication  
11: Motivating Employees  
12: Problem Employees: Counseling and Discipline  
13: Managing Time and Stress  
14: Managing Conflict and Change

#### PART FIVE: SUPERVISION AND HUMAN RESOURCES

15: Selecting Employees  
16: Providing Orientation and Training  
17: Appraising Performance

\*More detailed descriptions of the above are available upon request.

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