



# Supervisor Essentials

## Online Course

April 1, 8, and 15, 2026  
(10 – 11:30 a.m. PT)

Are you new to a management role or have more responsibility and more staff to supervise? Explore the core competencies of an effective supervisor, discover strategies to inspire and guide your team, enhance your communication skills, and learn how to provide feedback that empowers growth. As your career advances and leadership responsibilities grow, your success will increasingly rely on the strength of your team and your ability to guide their efforts effectively. This online series equips you with essential leadership tools to thrive in your role.

**Course Format:** This course utilizes blended learning, including three 90-minute online webinars, pre- and post-sustainment activities, and resources. Participate in the webinars, explore additional resources, complete assignments at your own pace, and submit your work for review and personalized feedback.

- **March 25** Pre-work available on Moodle
- **April 1** First webinar and assignment – The Role of a Supervisor
- **April 8** Second webinar and assignments – Communication Skills
- **April 15** Third webinar and final assignments due by April 30<sup>th</sup>

**Cost:** \$774.4 + GST LGMA member and \$889.35 + GST Non-member

**Registration & Cancellation:** [Register online](#) by **March 18, 2026, by 4:30 p.m.** Registration is limited to local government professionals. No refunds will be provided after March 18, 2026

**Instructors:** Kathy Andrews and Cara McColman, Cinga Leadership & Learning

**Digital Release:**

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## Course Outline:

### **Webinar 1: The Role of a Supervisor (90 minutes, pre- and post-work: 30 – 45 minutes)**

The role of the supervisor is to get work done through others. This webinar covers the key responsibilities of a supervisor and how to effectively lead and engage a high-performing team within the context of local government. Participants will learn to leverage both hard and soft skills to meet new challenges with increased confidence, respect, and competence. Participants will receive take-away resources they can review and reflect on following the webinar.

In this webinar, participants will:

- Review key competencies of a supervisory role
- Recognize potential constraints and pressures of a supervisory role
- Recognize the legal responsibilities of a supervisor
- Distinguish between diversity and individual differences
- Identify how to lead and engage a team
- Identify characteristics of a high-performing team

### **Webinar 2: Communication Skills for Supervisors (90 minutes, pre- and post-work: 30 – 45 minutes)**

Clear communication is essential for supervisors to manage everyday interactions with ease and to navigate difficult conversations effectively. This webinar will equip participants with fundamental communication skills critical to success as a supervisor, as well as a tool to manage performance and coach others effectively. Participants will receive take-away resources they can review and reflect on following the webinar.

In this webinar, participants will:

- Identify critical elements of active listening and questioning
- Recognize positive and constructive feedback and the impact on others
- Recognize the importance of feedback to create a motivational environment
- Differentiate between feedback and coaching
- Identify tactics to manage negative reactions to feedback
- Recognize components of effective delegation

### **Webinar 3: Skills in Action (90 minutes, pre- and post-work: 30 – 45 minutes)**

Participants will walk through a case study scenario that applies the learning outcomes introduced in modules 1 and 2. Participants must review the identified pre-work to allow for a robust, interactive discussion and application of skills.

In this webinar, participants will:

- Identify the role and influence of the SCARF model in workplace situations
- Apply communication skills to navigate the buddy-to-boss transition
- Practice giving effective feedback
- Practice effectively delegating and providing the clarity needed when doing so

## INSTRUCTORS



### **Kathy Andrews, Managing Director, Cinga Leadership & Learning**

Kathy is an accomplished organizational development and leadership consultant with over 20 years of experience in private, public and non-profit sectors. Kathy works with individuals, teams and organizations to align business strategy and culture, through the design and delivery of high-impact people programs.

Kathy has developed and implemented integrated leadership curricula that include executive assessments, coaching and progressive learning models. She has guided numerous successful organization design and change initiatives and has held senior human resources positions at several global organizations including in the US, Canada, Europe, South America, Trinidad, New Zealand and Egypt.

She holds a Master of Arts Degree in Leadership from Royal Roads University, a Bachelor of Social Science Degree from Rhodes University in South Africa, and a Provincial Instructors Diploma program from Vancouver Community College. She is a proud member of HRMA and the BC Organization Development Network.



### **Cara McColman, MSc (she/her) Senior Learning Partner, Cinga Leadership & Learning**

Cara brings over 20 years of experience in leadership development and corporate learning to her role as Senior Learning Partner at Cinga. Her career has spanned Canada, Japan, and the UAE, where she has designed and implemented successful training programs, eLearning initiatives, and learning solutions across public, private, and non-profit sectors. She has also facilitated a wide variety of courses across leadership, communication, culture, technical training, and team development.

With a Master of Science (MSc) in HR Management and Training, Cara specializes in instructional design, facilitation, eLearning development, and adult learning. She has worked across diverse industries including government, emergency communications, police, transportation, hospitality, tech, marketing, and aviation—always with a focus on creating programs that drive measurable results. A learning data specialist, she is passionate about demonstrating training ROI and ensuring learning directly supports business outcomes.

Cara is also a Wiley Certified Partner and authorized facilitator of Everything DiSC® and The Five Behaviors of a Cohesive Team®. Whether leading leadership workshops, designing blended learning strategies, or delivering engaging in-person and digital training, she brings both content mastery and a deep commitment to effective learning experiences.