# Advanced Healthcare Supervision and Team Operations Training Course

7 – 11 February 2027
Amman

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**Ref:** 1468_208370 **Date:** 7 – 11 February 2027 **Location:** Amman **Fees:** 4100 Euro

## Overview

Advanced Healthcare Supervision and Team Operations Training Course is a one-week advanced course for experienced healthcare supervisors, unit coordinators, service team leaders, and operations supervisors who leave with a Healthcare Supervisor Operations Pack. Participants apply supervisory operating rhythms, multidisciplinary team leadership, workload coordination, shift handovers, escalation pathways, coaching conversations, conflict handling, operational indicators, and improvement actions to fictional service scenarios. Agile Leaders Training Center presents advanced healthcare supervision as a disciplined team-operations practice.

## Who Should Attend

- Supervisors responsible for coordinating multidisciplinary healthcare teams
- Personnel responsible for shift priorities, workload allocation, and handovers
- Team leaders responsible for service standards and escalation decisions
- Supervisors responsible for feedback, coaching, and conflict handling
- Operations leads responsible for indicators, improvement actions, and reporting

The course assumes participants already supervise healthcare service teams and leaves out clinical diagnosis, treatment decisions, employment-law interpretation, disciplinary adjudication, and system configuration.

## Departments and Industries

The course supports departments and industries that rely on experienced supervisors to coordinate people, service delivery, and operational follow-up.

- Hospital inpatient and outpatient operations
- Diagnostic, rehabilitation, and community-health services
- Emergency access and patient-flow functions
- Health insurance service operations
- Social care and assisted-living teams

## Learning Objectives

By the end of this course, participants will be able to:

- Apply briefs, huddles, and debriefs to supervisory operating rhythms
- Analyze workload, roles, resources, and escalation needs
- Use structured handoffs and closed-loop communication
- Build performance, coaching, and conflict-management conversations
- Evaluate incidents, indicators, and improvement actions
- Build stakeholder reports and supervisory action plans

## Course Agenda

### Day 1: Supervisory Operating System

- Multidisciplinary Team Structure Map
- Supervisor Role and Decision Boundary Matrix
- TeamSTEPPS Brief, Huddle, and Debrief Cycle
- Shift Operating Rhythm Planner
- Service Standard Alignment Checklist

### Day 2: Workload, Handover, and Escalation

- Workload and Resource Allocation Board
- Cross-Shift Handover Control Sheet
- SBAR Escalation Communication Tool
- Closed-Loop Communication Check
- Escalation Pathway and Decision Log

### Day 3: Performance, Coaching, and Conflict

- Formative Performance Feedback Planner
- Supervisor Coaching Conversation Guide
- DESC Conflict Discussion Script
- Two-Challenge Rule Application Card
- Team Psychological Safety Check-In

### Day 4: Incidents, Indicators, and Improvement

- Operational Incident Follow-Up Record
- Service Indicator Review Dashboard
- Root-Cause Discussion Prompt Set
- Improvement Action Priority Matrix
- Stakeholder Status Reporting Brief

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## Day 5: Advanced Healthcare Supervision Practice

- Suggested Exercise: Shift Brief and Workload Allocation
- Suggested Exercise: Handover and Escalation Response
- Suggested Exercise: Coaching and Conflict Conversation
- Suggested Exercise: Indicator and Improvement Review
- Capstone Exercise: Healthcare Supervisor Operations Pack

## Practical Exercises

The course uses suggested activities with fictional hospital, diagnostic, rehabilitation, insurance, and social-care teams.

- Suggested activity: run a shift brief, assign roles, distribute workload, and record resource constraints.
- Suggested activity: conduct a cross-shift handover and use a structured escalation pathway for a service issue.
- Suggested activity: plan a performance conversation, coach a team member, and apply a conflict discussion script.
- Suggested activity: combine incident follow-up, indicators, improvement actions, and stakeholder reporting in a supervisor pack.

## FAQs

### Who suits advanced healthcare supervision training, and what does it assume?

Advanced healthcare supervision training suits experienced supervisors, unit coordinators, team leaders, and operations supervisors. It assumes current responsibility for coordinating healthcare service teams and does not require clinical decision authority.

### How does advanced healthcare supervision differ from general leadership training?

Advanced healthcare supervision focuses on shift rhythms, workload, handovers, escalation, service standards, coaching, incidents, and operational follow-up, while general leadership training addresses broader organizational leadership themes.

### How do briefs, huddles, and debriefs support healthcare team operations?

Briefs establish goals and roles, huddles adjust the plan as conditions change, and debriefs examine performance and capture lessons for the next operating cycle.

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## What makes a healthcare shift handover effective for supervisors?

An effective healthcare shift handover clarifies responsibility, communicates priorities and risks, confirms outstanding actions, identifies escalation needs, and verifies that the receiving team has understood the transfer.

## How should healthcare supervisors use operational indicators?

Healthcare supervisors use operational indicators to compare service performance with expectations, identify exceptions, discuss causes, assign improvement actions, and report progress without replacing clinical judgment.

## Conclusion

Participants leave with a Healthcare Supervisor Operations Pack containing team maps, shift planners, workload boards, handover controls, escalation logs, conversation guides, indicator dashboards, action matrices, and reporting briefs. The pack turns recurring supervisory duties into a visible operating system. It supports coordinated shifts, clearer conversations, traceable actions, and structured service follow-up.