

EFFECTIVE SUPERVISORY MANAGEMENT SKILLS

Introduction:

Supervisors are an extremely important part of the management team since they are the management in closest contact with the people who actually produce the work.

This course provides delegates with an understanding of the management functions Supervisors must perform. This course comes to life by working through practical challenges and managing the reality of getting the best from a wide variety of people who need to work together. It emphasizes the most effective strategies and techniques for becoming a highly effective Supervisor. Delegates will discover practical and straightforward ways to lead, organise and motivate subordinates in order to achieve outstanding performance and results.

Course Objectives:

Upon completion of the programme, participants will be able to:

- Define the key responsibilities and roles of a Supervisor
- Set measureable goals for their subordinates to work toward
- Apply appropriate motivation techniques
- Demonstrate the skills in listening, asking questions, resolving conflicts, and giving feedback to subordinates
- Comprehend and adopt appropriate leadership skills for various situations.
- Manage difficult staff situations in the work area.
- Deal with conflict in the workplace in a positive and constructive manner
- Manage team performance

Course Contents:

- **Key Principles, Roles and Responsibilities of a Supervisor**
 - Organisation's mission, vision and values
 - Understand the roles and responsibilities of Supervisor
 - Learn the key competency of effective Supervisor
 - Learn the critical skills a Supervisor must have
 - Daily challenges of Supervisor's role and responsibilities
 - Group Discussion: Discuss how their roles changed when they become a Supervisor. Participants will work on developing solutions to common concerns of Supervisor

such as how to make employees recognise their role and respect their position as a Supervisor or Manager.

- **Developing work performance goal**
 - Identifying strategies for setting goals
 - Discussing and agreeing on goals and responsibilities
 - Establishing standards of performance required by the team

- **Understanding the characteristics of different DISC personality profiles**

- **Techniques for effective communication**
 - How to communicate effectively
 - Managing Interpersonal communication
 - Group Discussion: Understanding the barriers to communication
 - Active Listening
 - Assertiveness skills to achieve win/win results

- **Time Management**
 - How Time is wasted in the workplace
 - Priority setting & Managing time wisely

- **Delegating work effectively**
 - Deciding what to delegate and what not
 - How to delegate
 - Reasons why some delegation fails
 - The delegation work sheet
 - Delegating to the appropriate person
 - Communicating the task and authority

- **Techniques to encourage subordinates to take ownership and self-development**

- **Motivating subordinates to greater performance**
 - Understand the key principles of motivation
 - Learn practical techniques to motivate subordinates

- **Giving constructive feedback and appreciation**

- **Coaching weaker subordinates for better work performance**
 - Skills of a good Coach
 - Training subordinates to perform tasks effectively

- **Counselling Skills**
 - Practice effective counselling techniques to improve staff performance
 - Handling grievances, discipline and personal problems

- **Handling difficult subordinates**
 - Group Discussion: How to deal with problem employees

- **Managing conflicts and negative behaviour**
 - Understanding workplace conflicts
 - Manage differences and conflicts in your team
 - Reducing conflicts at workplace
 - Tools for Conflict Management

- **Performance Management and Appraisal**
 - Tools for enhancing performance at work
 - Managing feedback

- **Group Dynamics and Developing Effective Teams**
 - Building synergy among team members
 - Understanding team dynamics
 - Using the strengths of each team member
 - Building an effective and cohesive team

Training Methodology:

The workshop is designed to deliver maximum result through experiential learning, case studies, group discussions, games, role-plays, self-reflection and translation into actual action plan that can be applied immediately at work.

Who Should Attend:

This workshop is suitable for Managers, Executives and Supervisors who would like to develop highly effective supervisory skills in order to professionally and successfully manage their teams. This course is also suitable for those new to supervisory positions and those who have received no formal training in Supervisory Management Skills.

Award of Certificate:

Participants will be issued with a Certificate of Successful Completion upon meeting 75% of the required course attendance.



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Duration:

2 days (14 hours)

Course Fee:

\$500 nett per trainee (GST is not applicable).

(Course fee is inclusive of all training materials and light refreshments.)