



SUPERVISORY SKILLS TRAINING (2 Days)

Introduction:

All supervisors need to understand their jobs, roles, and responsibilities. They need to manage the workflow and how they can best manage their teams of employees. To accomplish organizational objectives, supervisors are required to have the essential supervisory skills.

Objectives:

- To understand the roles and responsibilities of a supervisor.
- To acquire the knowledge and skills to be an effective supervisor.
- To develop supervisory leadership competencies.

Course Contents:

INTRODUCTION

- Icebreaking and getting better acquaintances with each other.
- Personality profiling

MODULE 1: UNDERSTANDING SUPERVISOR ROLES AND RESPONSIBILITIES

- Functions and roles of a supervisor
- Responsibility and accountability
- People engagement
- Discussion: Are supervisor hindering or promoting progress? – issues & concerns

MODULE 2: QUALITIES OF SUPERVISORS

- Inspiring people, motivating and achieving commitment
- Driving initiatives, managing plans and operations
- Discussion: What are the skills you already have, and what further improvements your require?

MODULE 3: COMMUNICATION SKILLS

- Communication model
- Using words to influence people
- Barriers to effective communication
- Discussion: How to encourage positive communications among employees and with supervisor

MODULE 4: MANAGING CONFLICTS

- Understanding conflicts
- Conflict management model
- Personal, interpersonal and organizational conflicts
- Discussion: Sharing experience in managing conflicts and reflect on the effectiveness

MODULE 5: MANAGING CHANGE

- Change model
- Resistance to change
- Managing change to avoid conflicts and to achieve results
- Discussion: Why are changes necessary?

MODULE 6: MANAGING PERFORMANCE

- Performance management model
- Driving performance
- Managing poor performers
- Discussion: How to deal with difficult employees?

MODULE 7: MANAGING TEAM

- Team development model
- Enhancing teamwork
- Driving teams towards achieving organizational goals
- Discussion: What are some of the difficulties in managing teams and what are the best way to handle them?

MODULE 8: LEADERSHIP SKILLS

- Supervisors, managers and leaders
- Aligning individual, team and organizational goals
- Leadership styles
- Discussion: Is there only one way to lead?

Training Methodology:

Lectures, Discussion, Role Play, Reflection, Case Studies and Games

Assessment:

Profiling
Pre and Post Tests
Training evaluation

PARTICIPANTS

This program is designed for supervisors, managers and executives who lead and manage teams.