

EFFECTIVE SUPERVISION

OBJECTIVES

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

- Understand the changing roles and functions of effective supervisors/instructors
- Develop and update their knowledge and competencies required to effectively discharge their supervisory roles
- Plan, organize staff, communicate, control, and deal with various resources effectively.
- Motivate subordinates and co-workers to be more productive and enhance overall job performance.
- Lead their staff towards the achievement of the departmental and organizational goals.
- Resolve workplace conflicts, confrontations and maintain staff discipline

DURATION

The duration of this program is 3 days, start from 8.30 am to 5.30 pm.

METHODOLOGY

A combination of lectures, case studies, role-plays, discussions and group presentation.

LANGUAGE MEDIUM

Medium of language is English and / or Bahasa Malaysia. The training can be executed in a dual language option.

TARGET GROUP

Assistant Managers, Executives, Officers and Supervisors.

CERTIFICATE

Certificate of attendance will be awarded to participants who attended 80% of the training course.

NO OF PARTICIPANTS

15 Participants

COURSE CONTENT

MODULE 1: The Supervisory Challenge

- Supervising and Managing Today's Workforce
- Changing Roles of Supervisors
- Supervisory Efficiency & Effectiveness

MODULE 2: Supervision Process

- Core Management Function for Supervisor
- Planning, Organizing, Staffing, Communicating, and Controlling
- Resources Managed By the Supervisor

MODULE 3: Schools of Management

- Human Relations Approach
- Quantitative Approach
- Contingency Approach

MODULE 4: Planning Skills

- Plans, Planning, Policies, Goals
- Importance of Planning
- The Planning Process
- Types of Plans and the Impact
- Steps and approaches in Planning
- Controlling and checking plans

MODULE 5: Organizing Skills

- Basic Principles in Organizing
- Organizing Work and Activities
- Organizing Competencies for Supervisors
- Common Pitfalls

MODULE 6: Delegation Skills

- Myths and Misconception about Delegation
- Reasons for Delegating
- Steps to Delegate Effectively

MODULE 7: Communication Skills

- Channels of Communication
- Barriers of Communication
- Strategies in Communication

MODULE 8: Negotiation Skills

- Fundamental of Negotiation
- Desirable Attitude during Negotiation

MODULE 9: Supervisory Problem Solving and Decision Making

- The Basic Problem Solving and Decision Making Framework
- The PDCA Cycle
- Problem Solving and Decision Making Tools & Techniques

MODULE 10: Preparing “The Action Plan”

- “What to Do Next, How to Do It, When to Do It?”
 - ❖ A step-by-step activity to guide participant to prepare the action plan