

EFFECTIVE SUPERVISORY SKILLS

INTRODUCTION

The transition from excellent performer to competent supervisor can be trying and demands a new skills set. New supervisors must position themselves as leaders. This training program will help both the new, recently appointed, supervisors feel comfortable and confident in their role, as well as those long serving supervisors to take up today's management challenge to be more productive in an ever changing environment. The supervisor role has become more challenging today than ever before. The demands for higher quality and performance are increasing; the workplace is growing more complex. Even relationships with other are becoming more complicated and demanding. In face of such challenges, supervisors have to be effective if they are to help people invest the best of their minds, hearts and hands into their work - - if the work is to be done well. Supervisors must move from doing things *to* people and toward doing *more* things *with* people. The new fast changing business environment also requires supervisors to be able to cope with ambiguity, to be productive even in an inexplicable, doubtful or obscure situation in which there can be many possible outcomes. It is a role that no longer must focus primarily "downward"; it's expanded role which now must foster collaboration, involvement, and initiative - - not only downward, but upward and across the organization as well. This training program focuses on the essential skills needed to excel in a today's supervisory position. It includes discussions, individual exercises, lectures, role play and group work to give participants the best opportunities for learning not just what to do – but how to do it well.

COURSE CONTENTS:

1. Introduction:
 - Introduction
 - Maximizing benefits from training.
2. Supervisory Functions:
 - Your role as a Supervisor.
 - Measurements of performance.
 - Challenges facing Supervisors
 - Changing skills-sets
 - Why some Supervisors failed?
 - Supervisor as a Frontline Leader
3. Essential Personal Skills:
 - Supervisor's attitude
 - Developing Self-Awareness & Proactiveness
 - "Big Picture" Thinking
 - Consequence Thinking
4. Essential Interpersonal Skills:
 - Effective Communication: Listening
 - Understanding Leader-Follower motivation
 - Depositing into Emotional Bank Account
5. Frontline Leadership Skills
 - Five Basic Principles:
 - a. Focus on the issue, situation, behavior and not on the person
 - b. Maintain the self-esteem and self-confidence of others
 - c. Maintain good relationship with subordinates, peers and superiors.
 - d. Take the initiatives to do things better.

e. Lead by example

6. Case Study & Exercises:

COURSE OBJECTIVES :

At the end of the course, participants will..

- Understand the important of effective supervisory role in the organization
- Recognize the new challenges facing supervisors
- Understand the techniques of leadership effectiveness
- Learn essential Personal skills for effectiveness
- Learn how employees are motivated
- Recognize the workings of group dynamics and importance of teamwork
- Learn essential Interpersonal skills for greater effectiveness.
- Learn the Basic Principles of Frontline Leadership

WHO SHOULD ATTEND:

- Managers, Engineers, Executives, Supervisors - - those whose job involves supervising individuals or teams. It is also very suitable for those who want to prepare for a future supervisory position.

ADMINISTRATIVE DETAILS

Duration : 2 days

Time : 9.00am – 5.00pm

Venue : In-house or external training program

ABOUT THE TRAINER :

Nelson Kok is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration (MBA) and a B.Sc (Hons) degree in Physics. He has more than 24 years of work experiences, of which 17 years are in Training & Development related field, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions.

He now served as an associate consultant and a freelance corporate trainer to several training providers in Malaysia, China, Singapore & Sudan Africa. He has conducted many training programs for both multinational and local companies. He also served as a lecturer for several higher learning institutes such as Open University Malaysia (OUM), Society of Business Practitioners, UK (SBP), International Centre for Quality, Sudan. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *Performance Management System (PMS), Managerial Decisions & Business Modeling, Managerial Statistics, Effective Leadership Skills, Train-The-Trainer, Total Quality Management (TQM), Statistical Process Control (SPC), Quality Control Circles (QCC), Quality Improvements using 7QC Tools, 7 Steps Problem Solving, 5S Good Housekeeping, QIT, MRPII, ERP, Team Building Program, Effective Meetings Workshop , Effective Supervisory Skills, Communication and Leadership Skills, Problem Solving & Decision Making, Effective Time Management, Motivation At Work, Frontline Leadership Program, and 7 Habits of Highly Effective People*. He has also conducted many quality audits and was directly involved in company's ISO 9001 and Quality Management Excellence Award (QMEA) certifications. Nelson's area of specialization is in helping organizations to achieve higher effectiveness and productivity using proven Management, Quality and IT tools and techniques.