

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 new or recently appointed supervisors feel comfortable and confident in their role. The supervisor role is 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. 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: (2 Days Program)

1. Introduction:
 - Introduction
 - Maximizing benefits from training.
2. Changes in Supervisory Role:
 - Role of the Supervisor.
 - Challenges facing Supervisor
 - Supervisor as a Leader
3. Essential Personal Skills:
 - Developing Self-Awareness: Proactiveness
 - Consequence Thinking
 - Prioritizing first things first
 - Delegating for success
4. Essential Interpersonal Skills:
 - Effective Communication: Listening skills
 - Understanding motivation & group dynamics
 - Emotional bank account
5. Frontline Leadership skills:
 - Focusing on the situation, behavior rather than on the person
 - Maintaining self-esteem and good relationship with others
 - Always make things better
 - Leading by example
6. Case Study & Exercises:
 - Individual and group exercises
 - Video
 - Role-play
 - Group discussions

COURSE OBJECTIVES :

At the end of the course, participants will..

- Understand the important of effective supervisory role in the organization
- Recognize the challenges facing supervisors
- Understand the techniques of leadership effectiveness
- Learn basic personal skills for effectiveness
- Recognize the workings of group dynamics and importance of teamwork
- Learn basic interpersonal skills for frontline leadership

WHO SHOULD ATTEND:

- Managers, Engineers, Executives, Supervisors – all those who are newly promoted into the position that 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

Language Medium: English

TRAINER:

Nelson Kok is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration and B.Sc (Hons) degree in Physics. He has more than 19 years of work experience, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and as well as local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions Sdn Bhd. He is currently an entrepreneur running his own business and also an external consultant to various training providers.

He started his career as a Production Supervisor, Production Manager, HRD/Training Manager, TQM Manager and IT Manager. In the last 5 years, he held the position of General Manager in an Information and Communication Technology (ICT) company where he gained Internet Technology (IT) skills and entrepreneurial experience. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *5S Good Housekeeping, SPC, QCC, Quality Improvements using 7QC Tools, 7 Steps Problem Solving, QIT, TQM, MRPII, ERP, Team Building Program, Effective Meetings Workshop, Effective Supervisory 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 9002 and Quality Management Excellence Award (QMEA) certifications. He is currently involved in research, development and marketing of Internet Control Solutions and software packages. Nelson's area of specialization is in helping organizations to achieve higher productivity using proven Management, Quality and IT tools and techniques.