



INTRODUCTION

Improving the quality of the Leader/Manager/Supervisor has always been considered essential by successful executives because of the immediate impact on team/employee productivity. It can be costly if a Leader/Manager/Supervisor fails. As a result, training directors and managers allocate a sizeable portion of their budget to Leader/Manager/Supervisor training.

This workshop is specially designed with the dynamic business environment and challenges many face in the competitive business world. It can be specially customised to meet your specific needs.

OBJECTIVES

- To help Leader/Manager/Supervisor and team leaders perform even better with these 15 activities
- Show that your organisation recognises the important role played by your Leader/Manager/Supervisor and team leaders.
- Help them to become effective leaders and communicators and equip them with the supervisory skills they need to manage their teams.
- Motivate your Leader/Manager/Supervisor to want to achieve their full potential and encourage them to take responsibility for developing their own people too.

COURSE OUTLINE

1. The Roles and Responsibilities of Leader/Manager/Supervisor

The Leader/Manager/Supervisor is perhaps one of the most underestimated people in an organisation. The position is one, which demands a wide range of managerial skills – communication, leadership, delegation, time management, motivation, to name but a few.

2. An Introduction to Communication Skills

One of the most important skills of any team leader is the ability to communicate. To be a good communicator requires skills.

3. Understanding Body Language

A significant percentage of the messages we send out to others is through our body language. An essential skill of the manager/supervisor is communication, and to be a good communicate we need to understand the effects and the power of body language.

4. The Concept of Total Quality Service

This module is based on the principle that a customer is any person for whom we provide a product or service. If we think about this idea carefully, we can establish that there are many people for whom we provide a service, but who we do not recognize as 'customers'. These people are usually our work colleagues or others within the organisation, although it could be absolutely ANYONE we come into contact with.



5. A Guide to Decision Making

Taking decisions is a function of all leaders, and managers/supervisors will need to be able to approach the task in a logical way.

6. An introduction to leadership

A Manager/Supervisor is a leader. This module is an introduction to leadership skills, and the first of three in this pack. It begins to establish the skills needed to function as a leader, relevant to the role of a supervisor.

7. Styles of Leadership

The Manager/Supervisor will need to be able to use a range of leadership skills to operate effectively. One area to be aware of is their own style of leadership, and that a variety of styles can be utilised to meet particular needs, and specific situations.

8. The Task and The team

The role leader can be broken down into two major elements: the TASK and the TEAM. This module encourages delegates to think of themselves, and their roles, in terms of their commitment to these two factors. The balance of one against the other is represented in the form of graph- a weakness in either area will have a detrimental effect on the performance of the leader.

9. An Exercise in Team Leadership and Team Working

This is simply a vehicle on which delegates are given the opportunity to put into practice, and observe, the leadership skills learned in other modules. It should be used during the latter stages of a management or leadership program.

10. Use and Abuse of Time

This is a short module on time management. As a manager/supervisor, there is a responsibility to make effective use not only of your own time, but also that of others within the team.

11. The Time Management Graph

Everything we do can be thought of in terms of two factors- how important is it, and how urgent is it. Important refers to the quality factor, and urgent refers to the time factor.

The time management graph splits tasks into four categories, dependent upon the greater or lesser degree of importance and urgency applicable to each.

12. The Art of Delegation

One of the most difficult areas of a supervisor's work, is that of delegation. By the very nature of the job, a manager/supervisor is responsible for more than he or she can personally do. They must therefore delegate work to others. Deciding on the nature and number of tasks to be delegated can cause considerable difficulty.

Fundamental Management Supervisory Skills

by Shawn J



13. Giving Clear Instructions

The role of the supervisor involves giving instructions to others on a regular basis. Giving clear, concise instructions however for from easy

14. Team Skills

The work of managers/supervisor inevitably involves encouraging others to work as a team. A team working together effectively will pool resources, skills and information to achieve their aims.

15. The Manager/Supervisor as A Trainer

Being a supervisor will normally involve the responsibility to develop individuals within the team. This will involve the training of others.

Training can be thought of as a three stage cycle, incorporating a planning stage, and an evaluation. The module looks at the three stages, but recommends more specific training for the implementation stage, where the manager/supervisor is to undertake delivery personally.

FOR WHOM

This workshop is essential for all Team Leaders, Supervisors, Senior Executives, Managers, and other responsible staff.



ABOUT THE TRAINER

Professional Trainer & Facilitator, HRD Consultant

Pursuing Masters in Business Administration (MBA) with the University of Wales, UK
Train-the-Trainer Certified

Training Management Course certified by PSB (*Productivity and Standards Board, Singapore*) where he covered the Role of HRD in Singapore, Adult Learning, Training Needs Analysis (TNA), Training Budget and Administration, Designing Training programmes, Training Evaluation, Organisational Development and other topics.

First Aid Certified

KEY EXPERIENCE:

Mr Shawn J has trained many corporate clients from Operations, Supervisory, Managerial up to the Executive Level from various organisations such as Ministry of Foreign Affairs, AXS Pte Ltd, Intertrust Singapore Corporate Services Pte Ltd, Police Radio Division, Singapore Police Force, KES Systems & Services Pte Ltd, and many more in programmes such as Emotional Intelligence, Fundamental Supervisory Skills, Telephone Courtesy & Customer Service, Selling through Customer Service, Building High Performance Teams, Management and Leadership Skills, and other soft skills-related courses.

Mr Shawn has also been conducting Strategic, Tactical and Operational Vendor Management Workshops. His clients include Roche Singapore Technical Operations Ptd Ltd, Simmons (Southeast Asia) Pte Ltd, Mun Siong Engineering Limited, Nanyang Polytechnic, LSI Logic Singapore, National University of Singapore, NorthLight School, and Singapore Civil Defence Force.

Participants have found his workshops highly interactive, practical, realistic and easy to understand and implement. He customises his workshops to different client's specific needs and often includes extra topics he finds his participants need from the interaction with them during the workshop.

In addition, his trainings are found to be lively, conducted with great enthusiasm and passion and highly interactive. His ability to link concepts, examples & experiences discussed during the trainings to actual workplace examples, has helped his participants put into practice the skills learnt, within their area of work. Participants find him approachable & friendly. His systematic thinking, clarity in communication & delivery of training has resulted in favourable feedback and positive comments from his participants.

He has completed the Training Management Course conducted and certified by PSB (Productivity and Standards Board, Singapore) where he covered the Role of HRD in Singapore, Adult Learning, Training Needs Analysis (TNA), Training Budget and Administration, Designing Training programmes, Training Evaluation, Organisational Development and other topics.

He has also completed the (Practical Skills for Trainers) Train-The-Trainer course conducted and certified by the National University of Singapore (NUS) extension.