

THE ART OF SUPERVISORY SKILLS WORKSHOP

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



INTRODUCTION

“What makes a **GREAT Supervisor**? Trust? Listening Skills, Empathy? The answer is the ability to build a TEAM?”

The answer is **COMPLEX**, yet it's something that can be learned. The good news is that most supervisors are made, not born and many of the characteristics associated with effective supervisory can be assessed, trained, and develop. This program shows how to take supervisors into the future, inspires everyone around you... and achieve way beyond what is expected!

BENEFITS

Upon completion of this program, participants will be able to:

- Improve their knowledge on the skills needed for a supervisor
- The attitude and the behaviour patterns needed to be effective
- Work on improving the relations with the staff through EQ elements
- Understand the impact of proper communications
- Understand their important roles they play in their respective organizations
- Improve their problems solving skills

KEY CONTENT

MODULES 1: THE SUPERVISOR ROLES & RESPONSIBILITY

- What is a Supervisor?
- What is a GOOD and BAD Supervisor?
- Know myself & my Supervisory Skills level
- What do I need & want as a Supervisor?
- Personal Assessment Tools (DiSC Assessment)

MODULES 2: LEADERSHIP SKILLS

- Communication Direction

- Problem Solving & Decision Making
- Building & Motivating Your Team
- Team Enhancement Tools (Leadership Assessment)

MODULES 3: COMMUNICATION SKILLS

- Speaking & Listening Skills
- Communicating Upward, Downward & Sideway
- Building Relationship & Rapport
- Communicating with different Generations
- Communication Assessment Tools (VAKAD)

MODULES 4: EQ @WORK

- What is EQ?
- How to use EQ @Work?
- Managing Self & Team EQ @ Work
- Managing Difficult Employees & Customers
- EQ Enhancement Tools (Motivational Analysis)

MODULES 5: SUPERVISORY MOVING FORWARD PLAN

- Self-Coaching Skills
- Team Coaching Skills
- Personal Action Plan
- Team Action Plan

AUDIENCE

This course is suitable for Senior Executives, Executives, Senior Supervisors and Supervisors & Team Leaders.

METHODOLOGY

This stimulating program will maximize understanding and learning through

- Content-Based Materials
- Audio & Visual Aids
- Case Studies
- Role Play
- Feedback & Sharing
- Assessment Tools