

BE A MASTER CLASS SUPERVISOR: A SUPERVISORY SKILLS WORKSHOP

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

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



INTRODUCTION

What is a supervisor? What does it mean to be a supervisor. How do we be not only as an efficient supervisor but also a Masterclass Supervisor. Whether we rely on this or not, these are some of the questions that very frequently linger in every organization, be it amongst the employees or amongst the employers. As leaders by their own right, a lot of supervisors find it to be challenging to lead the team at work, not because they are not able to but because of lack of awareness and skills to do so effectively. This program is designed to provide the solutions and withdraw the commitment from the supervisors to step forward and become the Masterclass Supervisor they are.

BENEFITS

At the program's conclusion, participants should be able to:

- Understanding the definition of a supervisor.
- Developing the attitude and behaviour to be a Masterclass Supervisor.
- Building the awareness of roles and responsibility of the supervisor.
- Ways & techniques on how to be a Masterclass Supervisor.
- Understanding and practicing the effective way of communications amongst themselves and with the team.
- Being aware of the personality, behaviour output and the core competencies of the team they lead.
- Being able to self-groom themselves with the best physical and mental image of a Masterclass Supervisor
- Being able to project and present themselves as a professional supervisor.

KEY CONTENT

DAY 1

MODULE 1: HELLO.... LET'S GET STARTED

- Program Context Setting
- Working Agreements
- Icebreakers

- Introduction Challenge - The Rule Game

MODULE 2: INTRODUCTION TO MASTERCLASS SUPERVISOR

- What is a Supervisor
- Supervisor in The VUCA Era
- Supervisor roles & responsibility
- Good Supervisor VS Bad Supervisor
- The Features of a Masterclass Supervisor

MODULE 3: KNOWING MYSELF & MY TEAM

- DiSC for Supervisors
- DNA - Discover, Navigate & Adapt
- Core Competencies Of The TEAM
- Room For Improvements
- Value Elicitation Cards – Self & TEAM Values

DAY 2

MODULE 4: MASTERCLASS SUPERVISOR LEADERSHIP SKILLS

- Building & Motivating The TEAM
- Coaching The TEAM – Bring out the best in them
- Critical Thinking & Problem Solving
- Decision Making – The Masterclass Way

MODULE 5: MASTERCLASS SUPERVISOR COMMUNICATION SKILL

- Communications Breakdown – Challenges & barriers we face
- The Art Of Listening
- Conveying The Message – Verbal & Non-Communications
- Cross Generation Communications

MODULE 6: MASTERCLASS SUPERVISOR IMAGE

- The Importance of a Professional image
- Inside Grooming – Attitude & Choice of words
- External Grooming – First Impression Image
- Grooming Technics for Men & Ladies

MODULE 7: MOVING FORWARD

- Commitment Setting
- The Support System for a supervisor
- Final Challenge – The Tower Of Success
- The Forum....

AUDIENCE

- Supervisors
- Supervisor to be
- Asst Managers
- Trainers

METHODOLOGY

The method of learning would include:

- Experiential Learning
- Content Based / materials
- Audio/ visual aids
- Assessment base
- Case studies reference
- Feedback / sharing
- Role-play