

## EFFECTIVE SUPERVISION FOR SUPERIOR RESULTS

### INTRODUCTION

Whether you're new to supervision or want to lift your performance, there are many skills you need to be successful which can't necessarily be gained on the job. Through discussion, exercises, role plays and a little theory you'll learn how to establish credibility and gain trust, develop effective working relationships, motivate your team, encourage participation, improve morale, build performance and productivity, and link your team's performance to the expectations of senior management.

### COURSE CONTENTS

#### WELCOME AND INTRODUCTION

- Defining the role and function of the supervisor

#### LEADERSHIP

- How to set an example through your own work practice
- How to establish credibility, earn respect and build trust

#### BUILDING PERFORMANCE AND PRODUCTIVITY

- Applying motivational techniques to your team
- How to boost morale
- How to encourage participation

#### MANAGING WORKLOADS

- Personal time management
- Getting things done through others - issuing work instructions, delegating appropriately and following up effectively

#### EFFECTIVE PLANNING PROCEDURES

- How to set and achieve goals through your team
- Planning and monitoring for goal achievement

#### DECISION MAKING

- Decision making models / guidelines

#### LEADING AND MANAGING MEETINGS

- How to run meetings effectively
- When and why should a meeting be held?
- What can realistically be achieved during a meeting?
- What information should be shared with your team?

#### PROBLEM SOLVING AND RELATIONSHIP MANAGEMENT

- Tips for managing effective working relationships
- Guidelines for handling conflicts, grievances and poor performance

### WHO SHOULD ATTEND

Manager, Existing Supervisor, Promoted Supervisor, Management staff, Head of Department, Executives.

Duration  
2 days

SSTC Member  
RM 742.00

Non SSTC Member  
RM 795.00

SME  
Training Grant  
RM 238.50

\*all rates are inclusive  
of 6% GST

For more information or registration, contact:

Sabah Skills & Technology Centre

No. 8, Jalan 1C, KKIP Selatan, Industrial Zone 1 (IZ1), KKIP, 88460, Kota Kinabalu, Sabah

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## ADMINISTRATIVE SKILLS & SUPPORT DEVELOPMENT

### RESOURCE PERSON

**Tuan Haji Mohamad Fairus Bin Shidi** is an Associate Consultant of GEM Consultancy. He has been in people development arena since 1992, when he started as Training Executive at one of the largest life insurance companies in Malaysia. Tuan Haji Mohamad Fairus Bin Shidi is the Director of Efficient Frontier Consulting Sdn. Bhd. He holds a LL.B (Hons.) degree from the University of Nottingham, United Kingdom. He has been in people development arena since 1992, when he started as Training Executive at one of the largest life insurance companies in Malaysia. With experience in both the corporate, as well as the private sectors, Tuan Haji Mohamad Fairus has created his own reputation among people who have attended training programmes conducted by him. His energy is highly contagious, his enthusiasm is always admired, and his friendly disposition is oft-talked about by many of his participants. Tuan Haji Mohamad Fairus lists his training session for our national athletes in the Kem Jaya 98 for the Commonwealth Games 1998 as his most memorable achievement. Some of the athletes in the session went on to win medals in the Games, while some have made their marks in other ventures long after the Games had ended. Tuan Haji Mohamad Fairus has been invited to train in organizations in Malaysia, Singapore and Indonesia. Among some of the organizations that he has trained include Institute Bank-bank Malaysia; Institut Tadbiran Awam Negara (INTAN); CIMB-AVIVA Assurance Berhad; Petronas Dagangan Berhad; BASF Asia-pacific Service Centre Sdn. Bhd. and Tenaga Nasional Berhad.

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