



## EFFECTIVE SUPERVISION FOR SUPERIOR RESULTS

SABAH SKILLS & TECHNOLOGY CENTRE

### 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 and 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 & monitoring)

#### 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.

### RESOURCE PERSON

To be advised.

#### Duration

2 Days

#### SSTC Member

RM 742.00

#### Non SSTC Member

RM 795.00

#### FSI's Member

RM 768.50

Fee is inclusive of refreshment, lunch, course materials and certificate of attendance

\*Rate inclusive of 6% GST

#### Sabah Skills & Technology Centre

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