

MANAGEMENT SKILLS WORKSHOP – COURSE INFORMATION

THE NEW SUPERVISOR

Stepping Up With Confidence

- ❑ Learn The Principles Of Coaching, Counseling, Discipline, And Delegation
- ❑ Create & Maintain Strong Productive Work Relationships
- ❑ Make The Best Use Of Employees' Talents And Build Winning Team
- ❑ Handle The Problem Employee With Respect & Tact
- ❑ Avoid Common Mistakes Of The Newly Promoted



What is the Course About?

Supervision is a special challenge that can help you reach new career and lifestyle goals. You have the “right stuff” or management would not have given you the opportunity to become a supervisor in the first place. However, becoming a successful supervisor is not as easy as some people expect. Your attitude, behaviour, and organisational habits will set the pace and tone in your department. This course was organized to introduce you to the challenges and opportunities delegating, prioritizing and coaching, among others – that you will encounter in your new leadership role.

The objectives of this course are:

1. To describe the basic responsibilities, technical skills and attitude required to be a successful supervisor
2. To present four fundamentals every supervisor must master and to provide ideas and skills for putting them in place
3. To point out special situations that a supervisor can expect to encounter and show how to deal with them
4. To prompt you to prepare an action plan that incorporates the concepts and techniques from this course into your daily life

WHO SHOULD ATTEND: This workshop is essential for all Team Leaders, Supervisors, Executives, and all other responsible staff

PREREQUISITES: None.

DURATION: 2 days (can be customized to 1 or 3 days)

SUPPLIED MATERIALS: Participant Reference Guide, Practical Exercises, and Personality Profile Assessment Guide



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Contents

Part 1: Meeting The Challenge

- ❑ Anticipating The Challenge Ahead
- ❑ Getting Started: Copy A Model Supervisor
- ❑ Communicating Through Your Attitude
- ❑ Your Attitude About Quality
- ❑ Your Attitude About Productivity
- ❑ Your Attitude About Safety
- ❑ Reflecting On Self-Confidence
- ❑ Taking Charge
- ❑ Presenting A Strong, Effective Image
- ❑ Getting Yourself And Your Staff Organized
- ❑ Staying Up-To-Date In Your Planning
- ❑ Turning Ideas And Plans Into Results

Part 2: Fitting Four Fundamentals Into Your Style

- ❑ Becoming An Effective Supervisor
- ❑ Establishing Your Authority By Setting Reasonable Standards And Limits
- ❑ Making The Transition To Your Supervisory Style
- ❑ Letting Go Of "Business As Usual"
- ❑ Establishing Discipline
- ❑ Getting Results Through Your Staff
- ❑ Earning Your Staff's Respect And Keeping It
- ❑ Learning How To Delegate
- ❑ Becoming An Effective Coach And Counselor
- ❑ Viewing Yourself As A Coach
- ❑ Using Counseling Effectively
- ❑ Forging Effective Relationships With Your Staff
- ❑ Becoming A Confident And Respected Leader
- ❑ Leading Your Staff To New Heights
- ❑ Building Winning Teams
- ❑ Setting Goals For Quality, Productivity And Safety
- ❑ Helping Staff Members To Motivate Themselves



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Part 3: Dealing With Special Situations

- ❑ Staying Positive And Overcoming The Blahs
- ❑ Being Alert To Troublesome Habits
- ❑ Seven Unforgivable "Killer" Mistakes
- ❑ Supervising People Who Used To Be Peers
- ❑ Handling Possible Resentment
- ❑ Developing Your People Skills
- ❑ Solving Problems
- ❑ Identifying The Problem Employee
- ❑ Dealing With A Problem Employee
- ❑ Handling Conflict Among Staff Members
- ❑ Working With Other Departments And Work Groups
- ❑ Keeping Your Supervisor Happy
- ❑ Resolving Mistakes
- ❑ Getting A First-Rate Staff And Keeping It
- ❑ Pulling Together
- ❑ Looking Ahead: Continuing Your Supervisory Training