

**Singapore (Head Office):**

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**Branches:**

**Philippines:** Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

**Lao:** Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

**Vietnam:** 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

**Cambodia:** #54, Street 63 Daun Penh, Phnom Penh, Cambodia

**Course Outline**

# EXCELLENCE IN SUPERVISION

- ❑ Gain the respect and support of your employees
- ❑ Use coaching skills to help others excel and accomplish goals
- ❑ Deal effectively with changing times and confusing situations
- ❑ Communicate confidently with your employees, peers and manager
- ❑ Establish expectations for high performance

## What is the Course About?

It's been said that winning isn't everything; the will to *prepare to win* is everything. As a supervisor, you must lead employees to success and understand that their success is your success. This course is dedicated to helping you quickly learn and immediately apply the people skills of supervising. It will help you start off on the right track and provide practical and proven strategies for succeeding over time.



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**The objectives of this course are:**

1. To describe the new roles and responsibilities that accompany a promotion to supervisor
2. To explain the principles and processes of performance management
3. To provide guidelines for communicating effectively with employees, peers, and managers
4. To explore how effective coaching skills can lead to increased employee satisfaction and productivity
5. To provide supervisors with strategies for dealing with organizational change

**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: Getting Started**

- ❑ The Opportunity
- ❑ How Do You Transition To A Supervisor?
- ❑ The Definition Of A Supervisor
- ❑ The Role Of A Supervisor
- ❑ The Responsibilities
- ❑ The Supervisor's Job Description
- ❑ Management Thought: Old Versus New
- ❑ Strategies For Getting Started

### **Part 2: Managing For High Performance**

- ❑ Performance Management
- ❑ Setting Expectations And Goals
- ❑ Giving Positive Feedback
- ❑ Handling Performance Problems
- ❑ Supervising With Flexibility
- ❑ Strategies For Managing Performance

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### **Part 3: Communicating With Others Positively**

- ❑ Building Interdependent Relationships
- ❑ Communicating One-On-One With Employees
- ❑ Communicating With A Team
- ❑ Communicating Every Day With Others
- ❑ Communicating With Your Managers

Strategies For Proactive Communication

### **Part 4: Coaching For Excellence**

- ❑ The Changing Playing Field
- ❑ The Best And Worst Supervisors
- ❑ The Coaching Process
- ❑ Strategies For Effective Coaching

### **Part 5: Dealing With Change Positively**

- ❑ A New Paradigm
- ❑ Organizational Change
- ❑ The Impact Of Change
- ❑ Communicating Change Effectively
- ❑ Change-Management Skills
- ❑ Brainstorming Change Ideas
- ❑ Problem-Solving Techniques

