

SUPERVISORY DEVELOPMENT PROGRAM

DATE: 7-8 August / 22-23 November 2023
27-28 March 2024
FEE: RM870

DURATION: 2 Days

HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

In order to be an effective supervisor, we need to consider many aspects. First, we need to have self-confidence and leadership. Then we need to hone all the skills that will help us achieve our goals. We can do better than what we are capable of now, to achieve the best we can and therefore excel.

Some questions to ask ourselves at this stage include:

- Are we really doing our utmost best now?
- What else can we do?
- What are the skills required of a good effective supervisor in the new millennium?
- What are the demands and expectations of this supervisor to lead the team forward in an ever fast-changing world?
- How can I draw out the best from my people?
- How much am I expected to do? To give? To deliver?

This workshop will look into skills building to improve leading, communication and facilitating performance.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Understand the responsibilities and functions of supervision
- Learn the 2 behavioural skills of supervisory leadership and how to use them at today's challenging workplace
- Applying the right supervisory techniques when supervising new or experienced subordinates
- Learn to monitor subordinates' performance by applying an innovative daily tracking system
- Practise creating rapport and managing consequences to motivate subordinates to perform progressively better
- Establish effective supervisory communication and facilitation skills to draw out response from subordinates
- Develop skills to diffuse and transform difficult subordinates
- Build a highly spirited and motivated performance team

METHODOLOGY

- Throughout the workshop, there is a mix of lectures, role plays and activities, using the Integrative Learning System (ILS) approach to internalise the learnings of the workshop.

WHO SHOULD ATTEND

- First Level Manager
- Executive/Supervisory
- Non-Executive

FACILITATOR

Irene Choong

She holds a Masters in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She is also a Certified Neuro-Linguistic Programming (NLP) Practitioner. Irene also holds a Certificate IV in Training and Assessment (Australia) which is a Work-Based Certification recognised within the Australian Qualifications Framework. She also has accumulated wide experience in the field of management, corporate communications, marketing and service having served in various management capacities in various industries.

PROGRAM CONTENT

Module 1

Responsibilities of Supervision

- The nature of supervision: Communication link between staff and management
 - Representative of management
- The function of supervision
 - The P-L-O-D-C Key
 - Areas of responsibilities (Key Results Area)
 - Prioritizing tasks for effectiveness

Workshop: Application of P-L-O-D-C

Module 2

Leadership Style Diagnosis

- Analyze problem situation- Your dominant style
- Leadership Profile with the Leader's Window Matrix
 - Understand own predominant leadership style
 - How to work appropriately with others

Workshop : Application to workplace

Module 3

Leadership in Supervision

- What is leadership?
- Elements of leadership
- The key to a successful and effective leadership
- Leadership styles
- Leadership Behaviour 1 – Directing

When, how and with whom to use - 3 key points

- Leadership Behaviour 2 - Supporting

When, how and with whom to use- 3 key points

Workshop : Matching leadership style to different work situations

Module 4

Monitoring Work Performance & Work Compliance

- Follower diagnosis of competence and commitment level
 - Different needs of subordinates, 4 levels of developmental level, Diagnosis of subordinates' development levels
- Monitoring staff development level

Workshop : Matching leadership style to staff development level

Workshop : Using daily performance monitoring system

Module 5

Facilitating Staff Performance

- The essence of leadership
- Listening skills
 - Hearing vs. listening, Active listening
 - Empathetic listening, Paraphrasing skills
- Questioning skills
 - Effective questioning to empower staff
 - Matching facilitation questions to staff developmental level

Workshop: Role plays on listening and questioning skills in facilitating performance

Module 6

Supervising Difficult Workers

- Difference between influencing and changing a person
 - Factors that influences negative attitude and low performance
 - Signs of negative attitude and low performance
- Using creative ways of managing the younger generation of workers
- Avoiding two major mistakes in handling problem workers
- Techniques to diffuse and transform conflict to teamwork

Workshop : Skills practice applicable to work situations

Module 7

Supervisor's Role in Building a Motivated Team

- Motivating staff towards greater productivity
- 5 Keys to motivation
- Managing consequences through positive reinforcement
- Giving positive praise
 - 4 effective steps
- Giving constructive reprimand
 - 4 effective steps
- The 'Sandwich' feedback
- Encouraging desired behaviour

Workshop : Application to work situation



PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 2
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 3
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 4
		End of the day

Day 2

9:00am - 10:30am	:	Module 5
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 6
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 6 (<i>continue</i>)
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 7
		End of the day

