

7 LEADERSHIP SKILLS OF HIGHLY EFFECTIVE SUPERVISORS

DATE: 6-7 May / 13-14 August / 2-3 December 2024
FEE: RM870

DURATION: 2 Days
HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

The role of an executive or supervisor is highly demanding. There is tremendous pressure from the top to produce results while there is pressure from peers and staff to support them. It is time for the executive to be developed and supported.

In order to achieve their potential, they first need to have skills in communication, relationships and leadership. Then they need to hone all the skills that will help them achieve their goals. They can do better than what they are capable of now, to achieve the best they can and therefore excel. They also begin to set their own benchmarks.

LEARNING OUTCOMES

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

- Improve their interpersonal communication skills
- Motivate and Influence others
- Increase team spirit and build teamwork
- Manage conflict with win-win outcomes
- Use coaching and delegation skills to develop staff
- Manage their time productively
- Sustain high performing teams
- Apply learnings back to the workplace

METHODOLOGY

- Throughout the workshop, there is a mix of lectures, role play sessions and experiential activities, using the Integrative Learning System (ILS) approach to internalise the learnings of the workshop. Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn's Learning Styles. EQ (Emotional Intelligence) will be emphasized here.

WHO SHOULD ATTEND

- Executive/ Supervisory
- Non-Executive

FACILITATOR

Amy Wan-Ratos

She has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. She founded Pinnacle Performance in 1993. Amy also is a certified EQ trainer by 6 Seconds (USA) and a certified NLP Practitioner from ISNS (USA). She also holds a TAA004 certificate in Work-based Training, accredited by the Australian AWBT.

PROGRAM CONTENT

Module 1

Self-Awareness & Growth

- ABC: "Awareness Before Change"
- ASK: "Attitude, Skills, Knowledge"
- Paradigm: Leadership begins with me!

Module 2

Communication Skills

- Leader's responsibility
- 3 styles: Pros and cons of each style
- Enhancing EQ in Human Relations
- Empathy: Understand other person's position

Module 3

Motivating & Influencing Skills

- Expanding your sphere of influence
- Motivation skills to impact
- Seeing the other point of view
- 4 steps to give positive feedback

Module 4

Teamworking For Performance

- Understanding teamworking
- 5 step team understanding of goals
- Applying group dynamics
- Values: empathy, encouragement, empowerment

Module 5

Conflict Management

- Managing change and challenges
- Dealing with difficult people
- How to give criticism with win-win result
- Receiving criticism to grow

Module 6

Coaching

- Template for systematic coaching
- Focus on Results, not reasons
- Remove excuses & blaming to take ownership
- Survey: Identifying "excuses" of self & organization

Module 7

TIME MANAGEMENT

- Maximising the 80:20 Rule
- The Quadrants of Effectiveness
- Multi-tasking efficiently
- Setting priorities

Module 8

Monitoring Performance

- Performance management agreements
- The Katz Model of leadership
- Attitudes, Behaviours and Characteristics (ABC) of great leaders
- Plan for sustainability

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 7
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 8
		End of the day

