

# SUPERVISORY LEADERSHIP

Date: 8-9 January 2019

Time: 9.00 am - 5.00 pm

Venue: DreamEDGE, Cyberjaya

Code: SSE5

## OVERVIEW

Leaders are the vital link between manager and workers. Ineffective supervisor could lead to high turnover and absenteeism, employee conflicts and disciplinary problems. Ultimately, the organisation will have a lower productivity and poor employee's moral. A leader must be trained and must develop essential leadership and supervisory skills to enable them to deal with day-to-day problems and situations.

## OBJECTIVE

- Identify their roles and functions and thus prepare them for greater responsibilities.
- Acquire skills needed to direct, coach and motivate the workforce toward higher performance and productivity with improved staff morale.
- Handle different types of employee problem, in the most effective manner.
- Develop communication and interpersonal skills in order to build up a good supervisor-employee relationship and gain support from the workforce.
- Understand the concept of quality and how it is related to the leader daily job.

## LEARNING OUTCOME

At the end of the training, participant will be able to:

- Apply and practice the practical and essential skills of being the efficient and effective leader.
- Master and apply the people skills in managing the team effectiveness.

## COURSE CONTENT

- The Role and Functions of the Leader
- Attitude of A Leader
- Leader as a Communicator
- Leader as Motivator
- Leader as a Problem Solver
- Leader as a Team
- The Leader and Quality

## TARGET

- Line leader
- Supervisor
- All personnel in middle management who are responsible for managing workers

## METHODOLOGY

- Training material : English language
- Lecture : Malay and/or English language
- Activities
- Q&A

Organised by



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**RM1,750 Per Pax**

\*closing date : 31 Dec. 2018

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