

# LEADERSHIP SKILLS FOR SUPERVISORS

25-26 Feb. 2019

Date: 15-16 July 2019

Time: 9.00 am - 5.00 pm

Venue: DreamEDGE, Cyberjaya

Code: SSE3

## OVERVIEW

It takes more than business savvy to get ahead at the workplace. Successful supervisors combine their professional and management expertise with strong interpersonal skills to lead people and achieve results. Supervisors are also often seen as problem solver and the leader that directs the team towards success. The behaviour of the supervisors affects the actions of their team.

This course share the knowledge of effective leadership skills and influential communication techniques to become better supervisors.

## TARGET

- Organisation who want their supervisors to enhance their supervision skill to a higher level

## COURSE CONTENT

- The Effective Supervisors
- What's Your Style
- Activation & Effectuation Method
- Delegation Communication Technique
- Conflict Management
- Team Dynamics
- Personal Effective Supervisors Action Plan

## METHODOLOGY

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

## OBJECTIVE

- Describe functions, roles and responsibilities as supervisors.
- Explain and match 4 leadership styles as well as subordinate styles.
- Active subordinates's performance using 3-steps method.
- Communicate instructions clearly and effectively using the right delegations technique.
- Analyse the different stages of your team dynamics.
- Apply better conflict management style as supervisors.

## LEARNING OUTCOME

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

- Describe supervisor roles and responsibilities.
- Learn principles of good leadership.
- Participate in team planning.
- Develop team commitment and co-operation.
- Manage and enhance team performance.

Organised by



## REGISTER NOW!

### NORMAL PRICE

**RM1,750 Per Pax**

\*closing date : 18 Feb. 2019  
8 July 2019

### EARLY BIRD PRICE

**RM1,550 Per Pax**

\*before : 25 Jan. 2019  
8 June 2019

### GROUP PRICE

**RM1,450 Per Pax**

\*min three (3) pax



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