

THE EFFECTIVE SUPERVISORY SKILLS

Date: 8-9 April 2019

Time: 9.00 am - 5.00 pm

Venue: DreamEDGE, Cyberjaya

Code: SSE4

OVERVIEW

Supervisors are the vital link between manager and workers. Ineffective supervision could lead to high turnover and absenteeism, employee conflicts and disciplinary problems. Ultimately, the organisation will have a lower productivity and poor employee's morale. Supervisors must be trained and must develop essential Leadership and Supervisory skills to enable them to deal with day-to-day problems and situations.

OBJECTIVE

- To identify their roles and functions and thus prepare them for greater responsibilities.
- To develop communication and interpersonal skills in order to build up good supervisory-employee relationship and gain support from workforce.
- To identify their supervisory leadership role and exercise effective delegation for higher and productivity.
- To attain a systematic, simple, step-by-step approach to building a cohesive, high morale, peak performance team.

LEARNING OUTCOME

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

- Supervise the team effectively according to the organisation requirements.
- Equip participants with essential supervisory skills and techniques that will enable participants to deal with day-to-day issues and situation.

TARGET

- Supervisors
- All personnel in middle management who are responsible for managing and controlling the workforce.

COURSE CONTENT

- The Role Functions of A Supervisory
- Supervisory and Leadership
- Human Relations and Communication
- Teambuilding
- Motivation
- Problem Identification
- Decision Making

METHODOLOGY

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

Organised by



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NORMAL PRICE

RM1,750 Per Pax

***closing date : 1 April 2019**

EARLY BIRD PRICE

RM1,550 Per Pax

***before 1 March 2019**

GROUP PRICE

RM1,450 Per Pax

***min three (3) pax**



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