



Date of Commencement: 9, 11, 16 & 18 Jun 2010
 Duration: 4 evening sessions
 Time: 7.00pm – 9.30pm
 Venue: IACT College
 Fees: RM350 per participant
 HRDF Training Grant: SBL

This program aims to help create a leadership mindset in participants by empowering them with leadership strategies. It focuses on helping participants to understand their roles and responsibilities as middle management personnel and then move on from there to achieve positive results for the organization. Workshop topics will also cover organizing at work, communicating with subordinates and making better decisions at the workplace.

Objectives:

Upon completion of this course, participants will:

- to introduce the values and behavioural patterns of effective supervising.
- to strengthen their working relationships with their workers and the management through the application of effective inter-personal skills.
- to enhance their personal development, motivation and growth to be better supervisors and understand on how to apply their job functions effectively.

Contents:

- Personal Development
*Right mental attitudes and positive work values of an effective supervisor.
 Managing time by establishing priorities and taking decisive actions.
 Setting and achieving the right goals in relation to your department goals.*
- Work Performance
*Qualities, roles and responsibilities of a supervisor.
 Making decisions, solving problems and getting the work done productively.
 Action plan to be an effective supervisor.*
- Supervisory Skills
*Effective planning, organising and communication skills.
 Motivating your workers and maintaining discipline for better performance.
 Handling problematic workers by proper counselling and coaching technique.*

Suitable for Supervisors, newly-promoted staff, team leaders, head of departments