

FUNDAMENTALS OF HIGH-PERFORMANCE SUPERVISION

Rationale

Organizations cannot function productively without high-performance supervisors. High-performance supervisors as first-line managers get things done with and through others both effectively and efficiently. The main purpose of this workshop is to equip supervisors with the necessary knowledge, skills and personal attributes related to personal competence, interpersonal competence and work competence.

Objectives

- At the end of the workshop, participants should be able to:
1. Explain the four major supervisory functions.
 2. Assess their supervisory competence level.
 3. Define self-leadership and state its ten key elements.
 4. List at least five major time wasters and their solutions.
 5. State at least five guidelines on coping effectively with stress on the job.
 6. Set priorities and delegate effectively.
 7. Explain the five practices of exemplary leadership.
 8. List at least ten ways of motivating subordinates.
 9. State at least five guidelines each of getting along with their subordinates and bosses.
 10. Explain the ten commandments of effective communication.
 11. Explain the seven steps of the rational problem-solving process.
 12. Develop an Action Plan to enhance their supervisory skills.

Content

1. Understanding supervision
2. Mastering self-leadership
3. Managing time successfully
4. Managing stress effectively
5. Practising effective leadership
6. Motivating employees
7. Mastering human relations
8. Communicating effectively
9. Delegating effectively
10. Making decisions and solving problems effectively
11. Personal Action Plan

Methodology

Interactive mini-lectures, exercises, supervisory competence questionnaire, role plays, video presentation, group discussions and relevant case studies

Duration

3 days

Target Group

Supervisors

Facilitator

Dr. Ranjit Singh Malhi/Azman Shah