PROFESSIONAL DEVELOPMENT TRAINING

3158 3955

REQUEST QUOTE

1.0 DAY COURSE

Supervising Others Training

If you're in a supervisory position in Singapore, it's important that you are equipped with the skills required to ensure your team is productive and motivated to perform at their highest levels each and every day. Anyone who supervises others, especially those who are new to supervising/managing, will benefit from our 1-day course developed for both new and experienced managers and supervisors.

The PD Training Supervising Others training course provides participants with strong leadership skills, like delegating to others, decision making strategies, effective time management, analytical and problem-solving skills, effective communication skills, how to create an atmosphere which promotes internal motivation to work toward team goals, giving formal feedback and much more.

This Supervising Others training course can be delivered at your premises anywhere in Singapore by one of our expert local or international trainers or attended via our public schedule.

Contact us today for a group quote.

What You'll Gain:

Being a good supervisor in Singapore is determined by how well your employees perform their duties and responsibilities. Your job scope involves setting clear goals and expectations, coaching and motivating your team, ensuring that your employees' work gets done correctly and in a timely manner, resolving conflicts, controlling costs, making sure that the group is working as a team and satisfying upper management. In order to meet those expectations and perform your supervisory work effectively, you can enhance yours skills by enrolling in a Supervision training course. So, get your skills up-to-date now!

All too often great team members are promoted to a supervisory role without consideration that supervising is a completely different skill set to that which made them stand out as part of the team. One of the hardest moves to accomplish is the transition from being a team member to that of a team leader or supervisor. Someone in a supervisory role is no longer on equal terms with their peers and has to earn their respect, show authority and leadership and often have to make unpopular decisions.

This **Supervising Others Training Program** will help supervisors become more efficient and proficient at delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, and resolving conflict. People in supervisory roles will

improve their skills, confidence and general management abilities.This supervision training will benefit new supervisors and anyone who wants to improve their skills in supervising others; ensuring productivity and team cohesion.

This **supervision course in Singapore** covers the important requirements of being a supervisor. Through exercises, case studies, practical examples and clear guidelines, you will develop the necessary skills and knowledge to achieve results through the effective supervision of your staff.

Outcomes

By the end of this course, participants will be able to:

- Set clear expectations for team members
- Set S.M.A.R.T. goals for team members that motivate & inspire dedication
- Effectively assign work that has been set according to each employee & situation
- Master techniques to delegate effectively & confidently
- Develop approaches to conducting formal feedback sessions
- Provide informal, constructive feedback
- Develop priorities & time management strategies as a team leader
- Establish conflict resolution strategies
- Work with new or existing teams
- Create a path for personal development

Modules

Lesson 1: You the Supervisor

- Activity: Expectations
- Competencies of a Winning Supervisor
- Promoted from Within?

Lesson 2: Communicating to your Team

- REACH Review – Communication Evolution Tool
- Activity: Adjusting Your Style for a Better Approach
- Activity: Communicating with My Team

Lesson 3: Set the Expectations

- Activity: Company Vision
- Vision and Goal Alignment
- Setting Expectations
- Define Requirements
- Activity: Have you Been Clear?
- Set Expectations with SMARTER Goals

Lesson 4: Successful Delegation

- 10 Rules for Successful Delegation
- Activity: Identifying Appropriate Tasks
- Activity: Applying the Rules of Delegation
- Activity: Delegating Profiles
- Three Levels of Delegation

- Activity: Smarter Goals

- Delegation to Whom?
- Troubleshooting Delegation

Lesson 5: The Art of Feedback

- The Impact of Feedback
- Types of Feedback
- 3 Stages to Receiving Feedback
- Activity: Preparing Yourself to Provide Feedback
- Feedback Delivery Tools
- Activity: Primacy/Recency Effects
- The Open-Faced Sandwich or Commend-Recommend-Commend
- Try the Sandwich!
- Difficult Feedback Using the SBI Model
- Activity: SBI Feedback
- Seeking Feedback

Lesson 6: Managing your Time

- Activity: REACH and Time Management
- The 80/20 Rule
- The Urgent/Important Matrix
- Activity: Which Quadrant?
- Block Out Times Around Your Energy Cycle
- Your Energy Cycle

Lesson 7: Managing Conflict

- REACH and Conflict Styles
- Team Development Stages
- Activity: Action Steps
- Which Stage?
- Conflict Resolution Process
- Activity: Being Open

Talk to our expert team

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