

Supervisory Skills for a New Era

Course Code: ASKSSE

Course Synopsis: The course is designed to help you overcome many of the supervisory problems you will encounter as a supervisor, whether you are a team leader, a project manager, or a unit coordinator. It focus on the supervisory skills applied to the current five generations (Silents, Boomers, Xers, Ys, and Millennials) in the workforce. Defining the actual limits of each generation and by understanding others helps us to understand ourselves and to manage the people that we work with.

Course Objective: By the end of the course, you would be able to:

- Clarify roles and responsibilities of the new job and adjust to the new role with confidence.
- Develop your skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- Develop a technique for making sure you give employees instructions that are clear and understood.
- Develop our understanding of where the generation gap issue surfaces, and the impact it has on the modern workforce.
- Understand and apply language that is specific to each generation currently in the workplace.
- Identify some techniques to deal with employee challenges, such as hostility, complaints, and laziness.
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

- Course Outline:**
- Pre-assignment review
 - Making the transition
 - Responsibilities of a supervisor
 - Setting goals
 - Planning for success
 - Listening skills
 - Asking questions
 - Giving feedback
 - Ask for what you want
 - Giving instructions
 - Orders, requests, and suggestions
 - Managing conflict
 - Dealing with difficult employees
 - Dealing with others
 - The reciprocal quality of relationships

Course Duration: 2 days (16 hours), 9:00am - 5:00pm

Course Fee: \$529.65 (Inc. GST) per participant

Course Dates: Refer to <http://asktraining.com.sg/calendar>