



**@ASK Training**  
Attitude | Skills | Knowledge

# Effective Supervisory Skills for Management

**Course Code:**

ASKSSM

**Course Duration:**

2 days (16 hours), 9.00am - 5.00pm

**Course Fee:**

\$850 (\$909.50 Inc. GST) per participant

**Course Venue:**

Hotel

**Course Dates:**

Refer to Training Calendar

<http://asktraining.com.sg/calendar>



## Course Synopsis

Supervision of a team is no easy task, especially for people new to the role and whom lack effective supervisory skills for management. The supervisor is at the core of every team and should aspire to harness the potential of every team member to meet organizational objectives.

Supervisors can inspire each individual in their team to perform to their best for the team to succeed when they give advice and instructions for proposed action plans to their team in a timely and cogent manner.

Truth to be told, supervising is an art that requires constant practice for mastery. We can train our supervisory skills, just like how we train to master practical skills such as pottery making or flower arrangement. However, many people do not realize the importance of developing these skills so that they will be ready for supervisory roles when the opportunity rises.

In fact, most people have assumed supervisory roles in some form or other over the course of their careers but hesitate to take up permanent supervisory roles due to preconceived notions about supervisory roles as stated above.

## Course Objectives

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

- Clarify the roles and responsibilities of your supervisory role and adjust to the new role with confidence.
- Develop your skills in listening, asking questions, resolving conflict, and giving instructions and feedback to your team.
- Gain insights on where generation gap issues are likely to surface and appreciate the impact they have on your team.
- Speak the appropriate lingo and with the right tone that is specific to each generation of workers at your workplace.
- Identify some techniques to deal with hostile, malingering, fussy and uncooperative members of your team.
- Recognize the importance of developing good relationships with your fellow employees and peers to be seen as fair and consistent.

## Course Outline

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- Pre-assignment review
- Transiting quickly into a supervisory role
- Responsibilities of a supervisor
- Delegating effectively
- Setting goals
- Planning for success
- Listening skills
- Asking questions
- Giving feedback
- Ask for what you want
- Giving instructions
- Communication with multi-generational team
- Dealing with difficult team members
- Conflict resolution
- Orders, requests, and suggestions