

# € TRAINING

High Impact Supervisory Skills



24 - 28 June 2024  
Kuala Lumpur (Malaysia)



# High Impact Supervisory Skills

REF: M86 DATE: 24 - 28 June 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

This training program is a comprehensive initiative designed to equip participants with the essential skills and knowledge needed to excel in supervisory roles. It aims to empower individuals to lead with confidence, drive team performance, and contribute to organizational success.

## Program Objectives:

At the end of this program, the participants will be able to:

- Effectively lead and manage teams with confidence, leveraging newly acquired supervisory skills and techniques.
- Navigate challenging situations and conflicts within the team with professionalism and poise, fostering a positive work environment.
- Set clear performance expectations and goals, and implement performance management strategies to drive results.
- Communicate effectively with team members, peers, and stakeholders to ensure clarity and alignment on objectives and expectations.
- Build strong relationships and influence others positively to achieve organizational goals and foster collaboration.
- Continuously develop and refine supervisory skills to adapt to evolving organizational needs and drive sustained success.

## Targeted Audience:

- New Supervisors: Individuals recently promoted to supervisory roles seeking foundational skills for effective leadership.
- Mid-Level Managers: Experienced professionals looking to enhance their supervisory abilities and lead teams more effectively.
- Team Leaders: Those responsible for guiding and managing teams within their departments or units.
- Human Resources Professionals: Professionals involved in talent development and succession planning, interested in equipping supervisors with essential skills.
- Employees tasked with supervisory responsibilities aiming to cultivate high-impact leadership skills for improved team performance and organizational success.

## Program Outlines:

### Unit 1:

#### What Is A Supervisor?:

- Understand the role and responsibilities of a supervisor within an organization.
- Explore the key skills and competencies required to effectively supervise teams.
- Recognize the importance of setting clear expectations and goals for team members.
- Gain insights into the significance of leadership styles and their impact on team dynamics.
- Learn strategies for fostering a positive work environment and promoting employee engagement.
- Develop an understanding of the ethical considerations and professional standards associated with supervisory roles.

### Unit 2:

#### Managing Performance - Getting Results:

- Set SMART Specific, Measurable, Achievable, Relevant, Time-bound performance goals that align with organizational objectives.
- Implement performance management systems and processes to track progress and provide feedback.
- Identify strategies for motivating and empowering team members to achieve their performance targets.
- Address performance issues promptly and constructively through effective communication and coaching.
- Utilize performance metrics and data analysis to drive continuous improvement and optimize team performance.
- Foster a culture of accountability and ownership among team members to enhance overall productivity and results.

### Unit 3:

#### Managing Performance - Problems And People:

- Develop skills for effectively managing performance-related challenges and conflicts within teams.
- Utilize conflict resolution techniques to address interpersonal conflicts and promote collaboration.
- Implement strategies for managing underperformance and addressing disciplinary issues in a fair and consistent manner.
- Cultivate a supportive and inclusive team culture that values diversity and fosters mutual respect.

- Enhance communication skills to facilitate difficult conversations and provide constructive feedback.
- Build resilience and adaptability to navigate challenges and maintain team morale during times of uncertainty or change.

## Unit 4:

### Managing Communication:

- Understand the importance of effective communication in the supervisory role and its impact on team performance.
- Develop active listening skills to better understand the needs and concerns of team members.
- Enhance verbal and non-verbal communication skills to convey messages clearly and confidently.
- Utilize various communication channels and technologies to facilitate seamless communication within teams.
- Implement strategies for managing difficult conversations and delivering feedback in a constructive manner.
- Foster an open and transparent communication culture that encourages feedback, collaboration, and idea sharing.

## Unit 5:

### Building Powerful Influence:

- Understand the principles of influence and persuasion and their relevance to effective leadership.
- Identify personal strengths and areas for development in building influential relationships.
- Develop strategies for building rapport and trust with team members, stakeholders, and key decision-makers.
- Utilize networking and relationship-building skills to expand professional connections and leverage resources.
- Learn techniques for influencing others ethically and persuasively to gain buy-in and support for initiatives.
- Apply influence strategies to drive positive change, build consensus, and achieve organizational goals.