€TRAINING

Certified Supervisor

9 - 13 December 2024
Kuala Lumpur (Malaysia)

Certified Supervisor

REF: H144 DATE: 9 - 13 December 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

Introduction:

This program is designed to prepare participants for the certification exam only.

This training program delves into the core competencies required for effective supervision, focusing on leadership, communication, and operational management skills. It empowers participants to lead teams effectively, manage daily operations, and drive performance within their organizations.

Program Objectives:

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

- Understand the fundamental responsibilities and skills of a supervisor.

- Apply leadership and management techniques to enhance team performance.

- Communicate effectively with team members and stakeholders.

- Manage operational tasks and handle workplace challenges.

- Implement strategies for continuous improvement and team development.

- Prepare for the certification exam.

Targeted Audience:

- New Supervisors.

- Team Leaders.

- Mid-Level Managers.

- HR Managers.

- Training and Development Professionals.

Program Outline:

Unit 1:

Understanding the Role of a Supervisor:

- Defining the role and responsibilities of a supervisor.

- Key skills and attributes of effective supervisors.

- Balancing leadership and management functions.

- Setting expectations and goals for team performance.

- Case studies on successful supervisory practices.

Unit 2:

Leadership and Team Management:

- Developing leadership skills and styles.

- Motivating and engaging team members.

- Delegating tasks and responsibilities effectively.

- Managing team dynamics and resolving conflicts.

- Strategies for building a high-performance team.

Unit 3:

Communication Skills for Supervisors:

- Effective communication techniques and practices.

- Providing constructive feedback and performance reviews.

- Handling difficult conversations and resolving issues.

- Facilitating team meetings and discussions.

- Enhancing interpersonal communication and listening skills.

Unit 4:

Operational Management and Problem-Solving:

- Managing daily operational tasks and workflows.

- Implementing process improvements and efficiency measures.

- Problem-solving techniques and decision-making strategies.

- Handling workplace challenges and disruptions.

- Monitoring and evaluating team performance.

Unit 5:

Continuous Improvement and Professional Development:

- Strategies for continuous personal and team development.

- Encouraging ongoing learning and skill development.

- Implementing best practices for supervisory effectiveness.

- Evaluating supervisory practices and making improvements.

- Building a culture of accountability and excellence.

- Prepare for the certification exam.

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