

EFFECTIVE SUPERVISORY SKILLS

INTRODUCTION

The role of leaders and supervisors are vital and important. Leadership and supervisory effectiveness entails **keeping people focused on moving the organization's goal**. But, most importantly it will see leaders achieving departmental goals within the context of the ongoing, day-to-day complexities of the organization.

Practicality of Leadership and Supervisory functions also inculcates achieving goals through effectively orchestrating management's important change from time to time. However, the greater challenge is the soft skills development to nurture the ever demanding motivation of their workforce, to sustain continuous effort to meet the ever rising competitiveness, whether in aspects of service, cost control, quality, innovativeness, delivery or productivity.

LEARNING OBJECTIVES

By the end of the session, the participant would be able to:

- Define the role of supervisors, which is both of knowledge and skill required to function effectively.
- Analyse supervisors responsibilities and expectations
- Understand the four management functions of supervisors
- Learn to use D.I.E.T. method to solve problems
- Delegate of jobs/tasks for effective time management.
- Manage staff for interpersonal relationship and transparent management
- Use appraisal system to enhance service and technical knowledge for better performance.
- Use key principles in time management

WORKSHOP CONTENT

Module	Main Topic	Sub-topics
1	Introduction	<ul style="list-style-type: none"> ▪ Trainer Introduction ▪ Icebreaker Activity ▪ Workshop Overview ▪ OPRAH Netiquette
2	What is Supervision	<ul style="list-style-type: none"> ▪ Definition of Supervision ▪ Leadership and Supervision
3	Analyzing Supervisory Responsibilities	<ul style="list-style-type: none"> • Management expectations ▪ Responsibilities of a supervisor ▪ Personality traits of a supervisor ▪ Image of a supervisor ▪ Benefits of being a supervisor
4	Four Management Functions	<ul style="list-style-type: none"> ▪ Planning ▪ Organizing ▪ Communicating ▪ Monitoring
5	Problem Solving Skills	<ul style="list-style-type: none"> ▪ What is a problem ▪ Five types of components ▪ Possible outcomes ▪ Process of Problem Solving ▪ D.I.E.T. Method
6	Delegation Skills	<ul style="list-style-type: none"> ▪ Why delegate ▪ Empowering Workplace characteristics ▪ Key process for delegation ▪ Checklist for delegation
7	Managing Staff	<ul style="list-style-type: none"> ▪ Perception and Values ▪ Conflict Handling Styles ▪ Supervising is coaching ▪ Communicating with difficult employees
8	Performance Appraisal	<ul style="list-style-type: none"> ▪ Appraisal system ▪ Performance appraisal document ▪ Effective performance appraisal meeting
9	Time Management	<ul style="list-style-type: none"> ▪ Key principles of effective time management ▪ Time management best practices ▪ Organize effective meetings
10	Action Planning	<ul style="list-style-type: none"> ▪ Program Summary ▪ Action Plan: Start-Stop-Continue ▪ Participant sharing of action plan ▪ Workshop Evaluation

PROGRAM AGENDA

	Time	Agenda	Duration
Session 1 (4 Hours)	9.00-9.30	I. Introduction <ul style="list-style-type: none"> • Trainer Introduction • Icebreaker Activity • Workshop Overview • O.P.R.A.H. Netiquette 	30 mins
	9.30-10.30	2. What is Supervision <ul style="list-style-type: none"> • Definition of Supervision • Leadership and Supervision • Activity: Group Discussion 	60 mins
	10.30-10.45	Break	15 mins
	10.45-12.45	3. Analyzing Supervisory Responsibilities <ul style="list-style-type: none"> • Management expectations • Responsibilities of a supervisor • Personality traits of a supervisor • Image of a supervisor • Benefits of being a supervisor • Activity: Supervisor self-assessment 	120 mins
	12.45-13.00	Q & A	15 mins

	Time	Agenda	Duration
Session 2 (4 Hours)	9.00-9.30	Hot Potato 1 (Recap)	30 mins
	9.30-10.30	4. Four Management Functions <ul style="list-style-type: none"> • Planning • Organizing • Communicating • Monitoring • Activity: Plot the chart 	60 mins
	10.30-10.45	Break	15 mins
	10.45-12.45	5. Problem Solving Skills <ul style="list-style-type: none"> • What is a problem • Five types of components • Possible outcomes • Process of Problem Solving • D.I.E.T. Method • Case study 	120 mins
	12.45-13.00	Q & A	15 mins

Session 3 (4 Hours)	Time	Agenda	Duration
	9.00-9.30	Hot Potato 2 (Recap)	30 mins
	9.30-10.30	6. Delegation Skills <ul style="list-style-type: none"> • Why delegate • Empowering Workplace characteristics • Key process for delegation • Checklist for delegation • Activity: Juggling Act 	
	10.30-10.45	Break	15 mins
	10.45-12.45	7. Managing Staff <ul style="list-style-type: none"> • Perception and Values • Conflict Handling Styles • Supervising is coaching • Communicating with difficult employees • Case study 	120 mins
	12.45-13.00	Q & A	15 mins

Session 4 (4 Hours)	Time	Agenda	Duration
	9.00-9.30	Hot Potato 3 (Recap)	30 mins
	9.30-10.30	8. Performance Appraisal <ul style="list-style-type: none"> • Discuss the uses of appraisal system • Write a performance appraisal document • Conduct an effective performance appraisal meeting 	60 mins
	10.30-10.45	Break	15 mins
	10.45 – 12.00	9. Time Management <ul style="list-style-type: none"> • Understand the key principles of effective time management • Share time management best practices • Learn to organize effective meetings 	75 mins
	12.00-12.45	10. Action Planning <ul style="list-style-type: none"> • Program Summary • Action Plan: Start-Stop-Continue • Participant sharing of action plan • Workshop Evaluation 	45 mins
12.45-13.00	Q & A	15 mins	

DURATION

2 day (16 hours)/4 sessions

METHODOLOGY

- **Interactive lecture** - participants are encouraged to interact and questions are employed to stimulate interaction
- **Simulation** - the scenarios allow experience and practice of communication skills
- **Feedback** - there is continuous discussion for participants to comment, make suggestions and share opinions
- **Case Study and Exercise** - these are designed to provide opportunity for participants to work independently and in teams.
- **Live Online Learning Activities (LOLA)** – interactive activities to engage learners
- **Interactive learning tools** – Mentimeter, Kahoot, Zoom Polling and Zoom Breakout rooms

This is not a computer-generated **soft skills** course with lots of data slides and a robot voice. This is taught by K. Ravinther, a real human being, talking and sharing with you directly (because one essential soft skill is the ability to speak directly to people and not hide behind computers and graphics).

The training will be delivered virtually using meeting tools like Zoom. The training methodology will use **Live Online Learning Activities!** The courses will be conducted either in English Language or in Bahasa Malaysia or a mix of both for the convenience of the learner.

LOCATION

Your home. Your office. Your computer. Or, your iPad or iPhone. This entire 2-hour program will be delivered live online using ZOOM. You will need video capability on your device, good WIFI, and a comfy chair.

PREREQUISITES

We recommend using a laptop or desktop computer to access the session. And, we recommend you isolate yourself with a good set of headphones and a microphone to maximize the full features of Zoom. However, if you want to join from a mobile device there are two important things to know:

1. You need to download and use the Zoom application from your app store.
2. Not all features and capabilities will be the same and some activities demonstrated might work differently on your mobile device.
3. Willingness to learn things outside of your job description