

SSG-APPROVED COMPETENCY-BASED TRAINING COURSE

Effective Supervisory Skills

(Synchronous e-Learning)

GAIN PRACTICAL AND VALUABLE SKILLS AND KNOWLEDGE

- **THE SUPERVISOR AS A ROLE MODEL LEADER** - balancing authority with work objectives, understanding self for supervisory effectiveness, and effective use of supervisory tools
- **FOSTERING TEAMWORK FOR PERFORMANCE** – applying leadership skills and influence, earning respect and trust, empowering team members
- **SUPERVISORY TECHNIQUES AND STYLES** – applying effective delegating techniques, handling conflicts, and applying problem-solving skills
- **PROMOTE CUSTOMER-CENTRIC CULTURE** – aligning performance, motivating colleagues, and handling change and resistance to change
- **MANAGE PERFORMANCE AND PEOPLE PROBLEMS** - identifying performance gaps, monitoring performance of self and team members, and obtaining feedback for improvement



The Competent Supervisor and Team Leader is able to

- ⇒ develop skills and competencies
- ⇒ enhance self esteem and job satisfaction
- ⇒ motivate performance and team work
- ⇒ achieve goals and objectives



Benefits of Acquiring Supervisory Skills



- **team performance** – *achieving goals and objectives and higher product and service quality*
- **morale and motivation** – *lower employee turnover, better cooperation, and lesser conflicts*
- **service excellence** – *greater customer satisfaction and lesser complaints*
- **work-life balance** – *less stressful workplace and balanced lifestyle of colleagues*

Skills to Manage People Behaviors

absenteeism

conflicts

staff turnover

performance

work errors

cliques

ADMINISTRATIVE DETAILS	SSG COURSE DETAILS	PREREQUISITES	WHO SHOULD ATTEND
<ul style="list-style-type: none"> • Duration: 16 hours • Course Fee: \$480 • Course Fee (after SSG Training Grant): <ul style="list-style-type: none"> ▪ MCE/SME: \$80 ▪ Singaporeans below 40 years and PRs: \$208 	<ul style="list-style-type: none"> • Course Reference Number: TGS 2019504403 • Funding Validity Period: 31 July 2021 • Mode of Training: Zoom 	<ul style="list-style-type: none"> • Education: Minimum 'Secondary' • Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3 	<ul style="list-style-type: none"> • Staff working in customer service, technical support, call centre, sales support, human resource, administration, and other roles such as purchasing, logistics, etc • Staff working as team leader, supervisor, or manager



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SSG terms and conditions apply.

MCE: Singapore Citizens, 40 years and above