

Course Title: Essential Skills of Supervision & Management

Introduction

Normally, the employees of a Company or Organisation consist of “Management” and “Workman”. Management is generally divided into

- a) Senior and Middle Managers; and
- b) Front-line Managers and Supervisors

Front-line Managers and Supervisors have the Workman, directly reporting to them whilst they in turn report directly to Senior and Middle Managers. This 1-day course is for the Front-line Managers and Supervisors.

Learning Objective

On completing this learning, the participant will guide human and physical resources into dynamic organisational units which attain their objectives to the satisfaction of those served and with a high degree of morale and sense of achievement on the part of those rendering the service.

Course Contents

- **The Role, Functions and Alignment of Goals**
 - The Role of Supervision
 - The Functions and Responsibilities of the Front-Line Manager / Supervisor
 - Alignment to the Achievement of Department Goals
 - The Position of a Supervisor – Handling Various Situations Simultaneously
 - The Supervisor’s Mindset – Responding and Adapting to Uncertainties and Change
 - Checking the Mirror – “Is It Us OR Them?”
- **The Essence of Supervisory Management**
 - Employee Requirements & Motivation
 - The Needs and Wants of Subordinates which Govern Their Work Behaviour and How to Manage Them?
 - Setting Performance Standards & Deadlines
 - Task Definition, Goal Setting and Motivation Commitment-based Leadership
 - Summary of the “Essence of Supervisory Management”
- **How to Coach for Better Behaviour and Work Performance**
 - Coaching Principles for Better Behaviour & Work Performance
 - Providing Feedback & Performance Appraisal
 - Supervisory Reporting – Handling Cases of Ill-Discipline
 - Maintaining Sustainability in Performance Management

- **Group Discussions on Case Studies**
- **Case Study Oral Presentations**
- **Self-Reflection, Peer Evaluation and Trainer Comments**
- **Review of Pre-Course Analysis, Summary & Conclusion**

For Whom

Front-line Managers, Executives, Supervisors and Professionals who have rank and file staff and workers reporting to them.

Method of Learning

Interactive learning through inputs from course leader, experience sharing, case-studies, questions and answers, role-play.

Date and Duration

Date: Wednesday, August 2, 2017

Course Time: 9am to 5pm

Duration: 7 contact hours

Course Fee

Course Fee inclusive of GST (7%)

\$340/- (includes 2 Tea Breaks, Course Package Materials. Lunch is excluded)

Venue

3 Temasek Avenue, Level 21, Centennial Tower, Singapore 039190 (Next to Promenade MRT Station)

Course Facilitator

Francis Soh Kok Yuen

Mr Francis Soh holds a Master of Science Degree in International Marketing from the University of Strathclyde (UK), among other academic and professional qualifications in

marketing management (CIM), marketing communications (CAM) and training management (ITD). He is also a Certified Manager & Assessor of the People Developer Quality Standard by the Singapore Civil Service College and the PSB Academy and an ACTA certified trainer & assessor. Mr Soh was awarded a Certificate of Commendation for outstanding performance in training & development by the Singapore Institute of Management concurrently with the Institute of Training & Development (UK) in 1990. He also received a 5-Year Long Service Teaching Award from the Singapore Institute of Management (SIM) in February 2002.

Mr Soh has about 15 years' industry experience in retail merchandising and management, marketing communications, sales & marketing management and training & development management/consultancy. He also worked for about 8 years in an academic position with a tertiary education institution in Singapore.

Mr Soh has conducted human resource & other supervisory/management training programs overseas (for example in the Middle East, Beijing, Malaysia, Vietnam, Thailand, Myanmar & Laos), and locally for business organizations ranging from small and medium enterprises to the Singapore Food Industries, NCS Computers, Tanglin Trust School, Management Development Institute of Singapore (MDIS), Civil Service College, TME Systems Pte Ltd, Autotype International (Asia) Pte Ltd, Pratt & Whitney Canada, Valle Verde Pte Ltd, Trakindo Utama Services (S) Pte Ltd, Singapore Airlines Terminal Services (SATS), OTIS Elevator Company, Sandvik SEA Pte Ltd, EM Services Pte Ltd, Jurong Port Pte Ltd, PowerSeraya Ltd, Airfoil Technologies Singapore Pte Ltd, Estee Lauder Travel Retailing Inc, Swarovski Singapore Trading Pte Ltd, Shimano Singapore Pte Ltd, The Timberland Company (Asia-Pacific) Pte Ltd, LianBee-Jeco Pte Ltd, TNT Express Worldwide (S) Pte Ltd, Baker Hughes Inc, WEST Pharmaceutical Services Pte Ltd, Panasonic Factory Solutions Asia Pacific Pte Ltd, Nestle Singapore Pte Ltd, Cash-Converters Asia and Mount Alvernia Hospital.

He is also an experienced consultant in the implementation of organizational service quality excellence, and one of his signature work was the "SMART! Service Excellence Program", where he was contracted to deliver 26 runs at the Mount Alvernia Hospital, and where he has completed follow-up implementation consultancy services.

He also conducted the Tourism Management & Marketing Course for the Integrated ASEAN Initiative (IAI) Training Program in Vietnam, Laos and Myanmar in 2006. His most recent project is the involvement in providing human resources consultancy for the Solomon Islands Port Authority located in the Pacific Archipelago from 2013 till 2015. Mr Soh has also recently conducted the International Business Trade Communication Program on contract with the Ministry of Foreign Affairs in Vietnam, Myanmar, Laos and Cambodia between August 2014 & February 2015. Mr Soh was also one of the speakers for Business Excellence in JSPP21: Better Productivity for SMEs organized for participants from Brunei, Cambodia, Kenya, Laos, Mozambique, Namibia, Nepal, Rwanda, Timor-Leste and Vietnam in 2016.



PrimeStaff Management Services Pte Ltd
3 Temasek Avenue | Level 21 | Centennial Tower | Singapore 039190
Tel. +65 6222 3310
CO REG NO. 199500690D | EA LICENCE NO. 95C5411

Please contact Mike Lin at +65 6222 3310 ext 510 or mike@primestaff.com.sg