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## **SUPERVISORY DEVELOPMENT SKILLS**

### **28 & 29 Nov, Kystal Suit Hotel Penang**

The Supervisor is the key front line manager - the person who can make or break top management plans. The SDS training is becoming increasingly recognised as the best way to improve supervisor performance. Skills and knowledge gained through SDS can be applied effectively in the work environment.

The SDS training provides hands-on skills of supervisory functions and responsibilities in organizations

#### **Designed For**

- Junior /Asst./Line/Senior Supervisors, Foremen, Section Heads, Officers & Administrators.
- Those in charge of at least 5 subordinates.
- Those aspiring to pursue the career of supervisor.

#### **Learning Objective**

1. To provide participants the foundation of Supervisory Management Skills.
2. To equip participants with fundamental knowledge, skills and techniques to assume roles of increasing Supervisory responsibilities
3. To prepare participants to develop further professionally

#### **Workshop Methodology**

The program will include short lectures, workshop cases, individual /group exercises, questionnaires, discussions, presentations and video. It uses participative and experiential learning approach to expose knowledge and skills to participants. Real Life cases positive and negative will be freely used to broaden understanding. Mini shop floor work and a major project paper research is the requirement of this program. There will also be 2 paper examinations to asses standards achieved.

## **What You Will Learn**

- **INTRODUCTION TO SUPERVISORY MANAGEMENT**
  - Definitions. Managerial Levels.
  - Levels of Management and Operations.
  - Introduction to Management.
  - Job Description of a Supervisor.
  - The Do's and Don'ts of a Supervisor.
  - The Origin of the Term Supervisor.
  - The Expectations of a Supervisor.
  - 3 Important Skills. Supervisor's Job.
  - What kind of Supervisor are you?
  - Qualities of a Good Supervisor.
  - Five Functions of a Supervisor.
  - Eleven Principles of Management.
  - Managers and Supervisors' Similarities & Dissimilarities
  
- **SUPERVISORY LEADERSHIP**
  - What is Leadership Style?
  - Describe Leadership.
  - Definitions. Leadership Styles - Autocratic, Democratic and Laissez-Faire.
  - Advantages And Disadvantages.
  - Determination of which style to use.
  - Leadership Models-Trait. Behavioral. Ohio State, Michigan.
  - Managerial Grid. McGregor's X and Y assumptions about people. Ingredients for good leadership.
  - What is effective leadership?
  - Leadership and Excellence.
  - Recent Leadership styles - Steven Covey's.
  
- **PROBLEM SOLVING & DECISION MAKING**
  - Basic understanding of Problems.
  - Staying on top of Problems.
  - Solving a Problem Through Change.
  - The pitfalls of Problem Solving.
  - Special Employee Problems.
  - Types of Problems- search, waiting Line, Information, Control, Material Allocation, Replacement, Inventory, People.
  - Strategies for Problem Solving.
  - Understanding Decision Making.
  - Factors that Influence Decisions Communication - Key to Making Decisions. Deterrents and Hindrances.
  - Analysis Procedures. Making a choice, Decision Making Strategies.
  
- **EMPLOYEE & LABOUR RELATIONS**
  - Labour Laws of Malaysia.
  - Brief Overview of Employment Act 1955, Industrial Relations Act 1967 & Trade Union Act 1959.
  - Focus on salient aspects of EA 1955 viz .

Contract of service.  
Payment of wages & deductions(Part IV).  
Employment of Women (Part VII).  
Maternity Protection (Part IX). Rest days, Hours of Work, Holidays and other conditions of Service (Part XII) etc.

- **POSITIVE WORK ATTITUDE & PERFORMANCE APPRAISALS**

Positive Work Attitude.  
What is negative attitude ?  
What is positive work attitude?  
How to change negative attitude ?  
Work task, duties and responsibilities.  
Authority & Accountability.  
The content of performance appraisals.  
Format and ratings.  
Choosing the performance appraisals system suitable for your organisation. Characteristics of an Effective Appraiser, Performance Appraisals Checklist.  
A Personal Action Plan.  
The Dos & Don'ts of Appraisals.

- **INTRODUCTION TO QUALITY MANAGEMENT**

What is Quality? What is Quality Control? Quality Control Circle.  
Problem Solving Tools - The 7 Tools - Check sheet, Histogram, Scatter Diagram, Control Chart, Fishbone Diagram, Pareto and Process Flow Chart.  
Structure of ISO 9000. Why a Company should go for ISO 9000 ?  
Dimensions of Quality. TQM. Why TQM? Structure of ISO 14 000/QS9000. Why a Company should go for ISO14 000/ 9000 ?  
Dimensions of ISO14000/QS 9000.

- **EMPLOYEE COUNSELLING**

What's your Employee Counselling IQ?  
Introduction and Definition of Counselling.  
Who needs Counselling?  
People Need Counselling when?  
Six Rules of Counselling. Seek Professional Help.  
Nine Do's and Don'ts of Employee Counselling.  
Pitfalls to avoid in counseling.  
Counsellor and Counsellee Qualities.  
Why help troubled Employees? Role-play

- **EDUCATION, TRAINING & DEVELOPMENT**

What is Education?  
When is education used?  
Education Parameters  
Why is it Important to train employees?  
Employees Benefits from Training.  
The Four Steps of Training.  
Training Resources. Additional Help - Task list, breakdown.  
Job Description. Training/Lesson Plan .  
Trainer Qualities. Developing Employees.



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When is development used?  
Differences of Education, Training & Development

## **Workshop fees: RM 880**

**Duration:** 2 days (9am – 5pm)

### **CLAIMABLE UNDER HRDF SBL SCHEME**

Call us now and enroll at this **SPECIAL FEES of RM780 (Normal: RM1088)**. You'll SAVE at least RM308. And this SPECIAL FEES is only **Limited for the First 5 Enrollment ONLY**.