

# 2 – DAY

## LEADERSHIP AND SUPERVISORY SKILLS

### CONTACT

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+603 – 2713 6868

Berenice Ong/ Tesa Wang

[training@pm-resources.com](mailto:training@pm-resources.com)

[www.pm-resources.com](http://www.pm-resources.com)  
[www.pm-eschool.com](http://www.pm-eschool.com)

### INTRODUCTION

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*“The quality of a leader is reflected in the standards they set for themselves.” - Ray Kroc -*

Leadership skills have now been universally recognised as a key ingredient – some would say the key ingredient – in personal and professional development. People often debate the differences and similarities of leadership and management. But the majority of practical people are interested primarily in what they have to do, and not whether it should be labeled ‘leadership’ or ‘management’ or both.

On the other hand, supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

This program will greatly help supervisors and executives develop their own abilities as a leader and provide them with knowledge, awareness, and methods for developing the essentials of being both a leader and supervisor simultaneously.

### METHODOLOGY

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Theories and models will be simplified, and further enriched with activities to engage them mentally and physically. To evaluate their knowledge and how they can apply what they have learnt into their workplace after the program, we will conduct a post-test, review and recap, and an action plan. Facilitator incorporates methods in NLP to create an environment where participants will be fully engaged on both conscious and subconscious level. Training will be delivered in a highly interactive and experiential way whereby concepts and background information will be presented through group exercises, discussion and activities creating an environment that facilitates accelerated learning and application. Each activity will be thoroughly de-briefed to link the learning to application. Additionally, participants will document their learning points and noteworthy thoughts in a workbook after every module. The workbook also contains useful explanations, tips, and methods. Other methods employed include short explanations with slides and Q&A, role-playing, demonstrations, group discussions, and video clip presentations.

### COURSE OBJECTIVES

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By the end of this course, you will be able to:

- Define “leadership” in their own terms and context.
- Understand the people they lead and how to adapt their leadership styles.
- Inspire a shared vision and promote the team to work towards it.
- Provide feedback and wear the coach hat for growth and development.
- Understand how to manage effectively in particular situations and assign tasks appropriately.
- Understand what a new supervisor needs to do to get started on the right path.
- Create an action plan and establish personal commitment.

### WHO SHOULD ATTEND?

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- Supervisors
- Managers
- Team Leaders
- Senior Executives
- Human Resources
- Department Heads

# PROGRAM OUTLINES

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## MODULE 1: FUNDAMENTALS OF LEADERSHIP

As long as there have been leaders, there have been those who tried to determine how and why they were successful. Leadership itself has not evolved, but our understanding of it has. It is important to understand why very different leadership styles can be effective, why the same leadership techniques will not work in every situation, and **which leadership style fits your personality best**. Everyone has leadership potential within them, but understanding these concepts will help you maximise your leadership ability.

- An Introduction to Leadership
- Three Theories of Leadership
- Types of Leadership Styles: Telling, Selling, Participating and Delegating
- Lessons and Inspiration from Great Leaders
- What's Your Leadership Style? Let's Find Out

## MODULE 2: INSPIRING A SHARED VISION AND MOTIVATING OTHERS

The key to true leadership is to inspire a shared vision among your followers. Before you can convey a vision, however, you have to develop it. You must be clear in your vision, live it before others can see it, and model it from your behaviour. The importance of psychology in achieving and maintaining employee motivation is essential. A message can be repeated over and over to a group of employees but unless they believe it and believe in it, the words are empty. The following are some of the key psychological theories which aid employers, managers, and line leaders in their end goal of **producing a motivated workforce**.

- Choosing Your Vision
- Communicating Your Vision and Identifying the Benefit for Others
- Theories in Motivation
- Sharing Rewards and Celebrating Accomplishments
- Teamwork Effectiveness: An Assessment

## MODULE 3: THE SKILLS OF PROVIDING FEEDBACK

As a supervisor, you will work with all types of people in all types of situations. With this in mind, it only makes sense that there are many types of feedback that we can deliver. In turn, delivering the appropriate type of feedback increases the chance that the receiver will hear, **understand, accept, and act on that feedback**.

- Boosting Your People's Confidence and Ability by Giving Feedback
- The Do's and Don'ts of Giving and Receiving Feedback
- Characteristics of Good Feedback
- The Feedback Sandwich: Delivering Wholesomeness

## MODULE 4: ASSIGNING WORK

Just as important as what tasks you assign to individuals is how you assign them. Allowing employees to have a say in what tasks they perform and how they perform them can **increase job satisfaction and performance** exponentially. However, there are often situations where tasks need to be assigned quickly, or you may require menial tasks that no one really wants to do, to be completed. This module will give you several ways to assign work and explore which method is appropriate in which situation.

- General Principles
- The Dictatorial Approach
- The Apple-Picking Approach
- The Collaborative Approach

## PROGRAM OUTLINES

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### MODULE 5: LEADERS AND SUPERVISORS AS COACHES

Before getting deeper into the subject of coaching, it is prudent to discuss what it means and what it tries to achieve. Coaching is a process of **relationship building and setting goals**. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting. Then, in your coaching session with your employees, you will discover many times things about your employee that are personal and sensitive topics. This is normal and demonstrates trust in you. As their coach, establishing and maintaining trust is the most essential ingredient to the entire process. If your employee determines that your purpose of improving their performance is to further your career, then they will not trust you. Without trust, whatever you say and do will be subject to scepticism.

- What is Coaching?
- Trust and Coaching
- Building Trust
- The G.R.O.W. Model for Progression

### MODULE 6: A SURVIVAL GUIDE FOR THE NEW SUPERVISOR

Being a new supervisor can be intimidating. How will you know what to do? What if you make mistakes? What if you don't know the answer? In this module, we will give you some **tips** to get you on the path to becoming a great supervisor. Additionally, becoming a supervisor can happen in many ways. You may be hired from outside the company to take on a team. You might be assigned to create a brand new team. Or, you might be promoted from within the team. Each situation requires some special skills for success.

- Ask The Right Questions of The Right People
- Go to Gemba
- Keep Learning
- What If: Tips for Special Situations

### MODULE 7: WRAPPING UP

What is all worthwhile? In this module, we will assess certain knowledge and understanding gained throughout the program. Also, they will come up with an action plan to **apply** what they have learnt in their professional lives.

- Learning Points and Key Takeaways
- Post-Test
- Commitment Pledge, Action Plan and Evaluations

  
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(CO. No. 199801010558)