

Supervision and People Management

COURSE OVERVIEW

The Supervision and People Management course is about the art of achieving outcomes through other people through leadership skills. Business functions can be supervised or managed but people have to be led. The role of the supervisor or first level manager is to do both. Get the balance right.

COURSE OBJECTIVES

- Learn how to overcome communication barriers as a manager.
- Learn how to choose the best leadership style in various situations.
- Learn how to coach your staff to improve individual performance.
- Learn how to deal with difficult behaviours and performance issues.

FOCUS AREAS

- The Role of a Supervisor or Manager
- Behavioural Styles
- Effective Communications
- Questioning Skills
- Giving and Receiving Feedback
- Managing According to the Situation
- Diagnosing Development Needs
- Managing Performance
- Managing the Performance Conversation
- Dealing with High Emotions
- Delegating
- Personal Development Plan Tracker

TARGET AUDIENCE

This course is recommended for supervisors and first level or first-time managers who require practical tools and techniques to gain the cooperation and support of staff.

COURSE DURATION

- Two (2) Days – Eight (8) Hours/Day

DELIVERY MODE

- Physical or Virtual

WHY GENAXIS?

- Short-term certification and quick-entry into employment or entrepreneurship.
- Innovative programmes that better reflect global shifting and evolving requirements.
- Competency development and readiness for employment and entrepreneurship.
- Methodology where participants demonstrate real industrial competencies.

MORE INFORMATION

Genaxis Group Sdn. Bhd.

10-01-02, PJX-HM Shah Tower
16A, Persiaran Barat
46050 Petaling Jaya, Selangor
+603 2714 6105
enquiry@genaxis.com.my
www.genaxis.com.my

Registered HRDF Training Provider

