



Asia Masters Center

Development of Administrative & Supervisory Competencies and Intellectual Capabilities **Progress**



Development of Administrative & Supervisory Competencies and Intellectual Capabilities Progress

➔ Course Objective

- Support business effectiveness by implementing a best-practice performance management system and performance appraisal process
- Understand the three critical components of an effective performance management system – setting objectives, measuring competencies and planning development
- Increase overall business and individual employee performance by developing clear and SMART objectives which communicate to your employees what is expected of them

➔ Target Audience

- managers
- senior buyers
- project managers, civil engineers
- construction managers
- contractors, sub-contractors
- site engineers, senior management

- government agencies
- architects, construction professionals
- anyone responsible for purchasing at a senior level who seeks to enhance their skills further.
- Purchasing and supply chain managersProject managers



Course Outline

Day 1

- **Developing an Effective Feedback Model: Participant Input and Agreement**
- In this session, participants will examine how they want to be given feedback by their own bosses for the purpose of developing a model they can use with their employees.
- In addition to the preferences they cite during this discussion, participants will validate the model with input from thousands of supervisors, managers, and employees who have taken this course.

Day 2

- **Overcoming Employee Resistance to Feedback: Two Skills for Win-Win Outcomes**
- Some managers hesitate to give feedback because they fear negative employee reactions and don't know how to respond.

- In this segment, participants will learn two skills for effectively handling employee defensiveness, anger, excuses and complaints following feedback.

Day 3

- **When Employees Agree to Improve Performance but Don't: New Agreements**
- Participants will learn a simple skill that puts responsibility on employees for their own performance improvement when it is not immediately forthcoming.
- By developing a new agreement that includes progressive discipline steps,
- they will learn how managers can speed up the improvement process.
- Through active discussions and practice, those in the course should become comfortable addressing employees' performance shortcomings.

Day 4

- **Using a Powerful Managerial Skill: Positive Reinforcement**

- Most managers think they give positive feedback effectively, but they don't.
- During this discussion of how to use positive reinforcement, participants will learn how to help employees understand the value of their work and motivate them to do their best.

Day 5

- **Improving Manager-Employee Work Relationships: More than Feedback Skills**
- When managers can give feedback effectively and employees can accept it comfortably,
- other aspects of their work relationship should improve.
- In this final part of the program, participants will discuss having conversations with their employees that go beyond criticism of personal behavior.
- Furthermore, they will learn how to identify employees' needs, clarify expectations and solicit recommendationThe design of financial models for forecasting and decision-making

➤ **The Feature Of Asia Master Training And Development Center**

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.
- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

➔ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.

Price (USD)

**Communicate with the training department
to know the participation fees**

➤ **There are offers and discounts for groups**

The details of the bank account

Bank name: CIMB Bank Berhad

Account name: Asia Masters Center SDN. BHD

Bank account number: 80-0733590-5

Swift code: CIBBMYKL

IBAN: Null