



**Asia Masters Center**

# Advanced Supervisory Skills & Enhancing Work Environment through Quality & Excellence



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## Advanced Supervisory Skills & Enhancing Work Environment Through Quality & Excellence

### Course Objective

- Know what real supervision is, and be able to explain to others what it is, and what it means
- Understand and practice basic supervisory skills
- Define the difference between the supervisory and the operational roles
- Explain how to set and monitor objectives
- Explain what motivates you and describe ways to motivate others effectively
- Manage performance for results
- Use different techniques to communicate effectively with your Team

### Target Audience

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



## Course Outline

### **DAY 1**

- **What is a Supervisor?**
- Should you be a supervisor?
- Making the transition
- The difference between doing and supervising
- Highs and lows of the supervisory role
- What are the skills of an effective supervisor?
- Developing the skills
- Different ways to supervise others
- Supervisory styles
- Common mistakes you don't want to make

### **DAY 2**

- **Managing Performance – Getting Results**
- Characteristics of Performance Management
- Business Plan basics
- Assessing your current situation
- You and the business plan
- Getting productivity through people
- The importance of strategic Goal Setting
- Develop the 5 Success essentials
- Getting and managing results
- How to develop Pro-Active management
- Benefits and barriers to delegation
- How, when and to whom to delegate
- Getting it done right – instructing others

### **DAY 3**

- **Managing Performance – Problems and People**
- What motivates me?



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- What motivates others?
- What does Motivation do?
- Motivation creates energy
- The 3 Major steps of motivation
- Motivation in the workplace
- Herzberg's Motivational Theory
- Tailoring motivation ideas to individual team members
- How to manage conflict
- Working with different types of personalities
- What to do when a problem arises
- Listening and questioning skills

### **DAY 4**

- **Managing Communication**
- What is Communication?
- Three major levels of Communication
- The significance of Non-Verbal Communication
- Factors that affect your Communication
- Communication Chart
- Effective ways to Communicate
- Brain Communication impact
- Communication cycle
- Delivering clear, concise messages
- How to make an effective presentation
- 9 Effective Communication principles
- Positive Visual imaging
- Good / Bad relationships
- Planning a Team meeting
- How to be a decisive Decision maker
- Improving your ability to make decisions
- Verbal communication

- Barriers to communication
- Team communications
- Running a team meeting
- Choosing the right words
- Communicating in writing

## **DAY 5**

### ➤ **Building Powerful Influence**

- What is personal empowerment?
- Sources of personal power
- Developing your Mind, Attitude, Appreciation & Character influence
- Mind Think power
- Know the impact of Teleological Thinking
- Replacement Principle
- Building your personal power
- Using your personal power
- Building trust and believability: walking your talk
- 10 Essential Qualities of a Top Supervisor
- Planning for your future – developing yourself
- How to stay Motivated

### ➤ **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.



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- 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