
The Competent[©] Supervisor

Objective

Effective supervision depends on developing the essential cornerstones of trust, competence, shared-values and respect. To some, these are often mundane and surprisingly simple to achieve. To others, trusting others more whole-heartedly is a challenge.

The role of a supervisor is a very varied one. Often sandwiched between a boss (or two) at the top, and a group of subordinates below, the supervisor plays a vital role in helping an organisation achieve its objectives. Within this context, a supervisor is a leader. Good leadership is active and dynamic, helping the team move forward; but at the same time, maintain a fine balance between effectiveness and efficiency.

This workshop aims to provide a comprehensive guide on becoming A Competent Supervisor. While the use of theories and guidelines are essential in such a workshop, emphasis is also given to case studies and group discussions.

For Who

Supervisors, new executives and managers.

**2 days of in-depth
discussion and
learning of superior
effective supervisory
skills.**



Want to know more?

Kelvin Ong @ HP: 9 68 68 268

Workshop Content

The Role of a Supervisor

- Expectations of a Supervisor
- Effectiveness and efficiency

Supervisory Style

- Identifying your personal style
- Goal setting
- Personality Profile (Receive a personalized 16-page Personality Profiling)

Conflict Management

- Handling Grievances
- Coaching and Counseling

Interpersonal Relationship Skills

- Working with Others
- Managing different behaviour

Leadership

- Art of delegation
- Characteristics of a Good leader

Teambuilding

- Building a successful working relationship
- Management of team conflicts

Motivation

- Motivating Others: Truth or misconception
- Values and beliefs

Communication

- Creating a conducive environment
- Communicating effectively
- Levels of Listening

Workshop Leader

Kelvin Ong, MSc, DTM has 18 years experience in training and personal development. He is the First District Governor of the Pan-Southeast Asia Toastmasters District. He is also the only member in Asia to be named to the President's Circle, Toastmasters International Hall of Fame.

Kelvin holds a Master of Science degree in Training with the University of Leicester, UK and a Diploma in Training and Development Management with the Institute of Training Development (ITD), UK. He specialises in personal development, train-the-trainer and service skills training. He is a certified workshop facilitator of Personal Dynamics Institute (USA). He was also a certified facilitator for 7 Habits of Highly Effective People when he was the Training Manager of NUH. A freelance trainer with NUS, SIM, SHRI and several other institutions, Kelvin is also a founder member of MENSA Singapore. He is the co-author of the book "From Dream to Reality".

Also available: *The Magic of Attitudes, Making Training Fun, The Competent Coach and Service is a Habit*

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