

# Keeping Your Supervisory Management Skills Updated (Online)

As a manager or executive, the success of your organization rests in your hands. You often have to manage various operational aspects as well as the human resource simultaneously, which can lead to situations of great stress or anxiety. An effective supervisor requires specific skills to make sound (yet creative) decisions, develop techniques to communicate better, manage team and conflict situation, improve productivity and ensure a conducive work environment.

This program is designed to provide participants to opportunity to develop highly effectively essential supervisory skills that will forte team and organizational success. Participants will gain invaluable insights into management techniques and skills which will facilitate in meeting new challenges as the 21st century supervisor.

### Course Objective

At the end of the course, learners will be able to:

- Understand the skills needed to be an effective supervisor
- Lead, motivate and enable employees
- Manage conflicts and difficult employees
- Apply emotional competence to manage self

### Course Outline

1. Supervisory Management & Motivation
  - Best practices in supervisory management
  - Motivating employees to greater performance
  - Coaching weaker staff for better work performance
2. Communication and Conflict Management
  - Giving constructive feedback and appreciation
  - Managing conflicts and negative behavior
  - Handling difficult employees
3. Develop and Apply Emotional Intelligence
  - Engaging others with emotional awareness
  - Interpret and manage your emotions in any situation
  - Master tools to regulate and gain control of your own emotions

### Online Learning Requirements

1. A laptop or PC at home
2. Good internet connection
3. Working video camera and microphone
4. ZOOM account. Grab yours at <https://zoom.us/>

Dates (2020) : 6 May 2020 / 13 May 2020  
Duration : 9am to 12pm (3 hours)  
Course Venue : Virtual via ZOOM

**Register online at SNEF website [www.snef.org.sg](http://www.snef.org.sg)**  
Click on 'Training' and Course Category '**SNEFdigital**'

<b>Fees</b>	<b>Full Fees (inclusive 7% GST):</b>
<b>Type</b>	
All	\$192.60

### Target Audience

This workshop is suitable for supervisors who would like to develop highly effective supervisory skills in order to professionally and successfully manage their teams.

### Methodology

This is an interactive workshop and the learning methods will include:

- Mini-lectures and self-assessment tools
- Online exercises and games
- Group activities and discussions
- Q&A sessions

### Trainer

Swing Goh has nearly 10 years of experience in hands-on engineering, Quality Management, Project Management and Customer Service in multinational corporations as well as multi industrial sectors.

Swing's passion for sharing propelled her to leave her engineering comfort zone for the education industry where she is able to actively engage with clients from students, rank & file workers, job seekers, PMETs and management personnel. Through training sessions designed to incorporate workplace/life application and fun-learning, she is able to transform even the most technical and challenging topics into sessions that clients appreciate and enjoy.

With over 11 years of experience in training and development, Swing designs and facilitates a myriad of programs ranging from interpersonal communication, problem-solving & decision-making, leadership & teamwork, service excellence, and people & personal development skills.

Knowledgeable, energetic, inspiring, engaging, dynamic, entertaining – adjectives clients used to best describe Swing.

### Enquiries:

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