



SSG-APPROVED COURSE MANAGERS, SUPERVISORS, AND TEAM LEADERS

# Effective *Supervisory* Skills

(Synchronous e-Learning)

## GAIN PRACTICAL AND VALUABLE SKILLS AND KNOWLEDGE

- **PERFORM SUPERVISORY ROLE AND RESPONSIBILITY** - balancing authority with work objectives, understanding self for supervisory effectiveness, and applying supervisory tools for performance management
- **FOSTER TEAMWORK FOR PERFORMANCE** – applying leadership skills and influence, earning respect and trust, and empowering team members
- **APPLY SUPERVISORY TECHNIQUES AND STYLES** – applying effective delegating techniques, handling conflicts, and applying problem-solving skills
- **PROMOTE CUSTOMER-CENTRIC CULTURE** – aligning performance, motivating colleagues, and handling change and resistance to change
- **MANAGE PERFORMANCE AND PEOPLE PROBLEMS** - identifying performance gaps, monitoring performance of self and team members, and obtaining feedback for improvement



The Competent Manager, Supervisor, and Team Leader is able to ....

- ⇒ develop skills and competencies
- ⇒ enhance self esteem and job satisfaction
- ⇒ motivate performance and team work
- ⇒ achieve goals and objectives



# Benefits of Acquiring Supervisory Skills



- **team performance** – *achieving goals and objectives and higher product and service quality*
- **morale and motivation** – *lower employee turnover, better cooperation, and lesser conflicts*
- **service excellence** – *greater customer satisfaction and lesser complaints*
- **work-life balance** – *less stressful workplace and balanced lifestyle of colleagues*

## Skills to Manage People Behaviors

absenteeism

conflicts

staff  
turnover

performance

work errors

cliques

ADMINISTRATIVE DETAILS	SSG COURSE DETAILS	PREREQUISITES	WHO SHOULD ATTEND
<ul style="list-style-type: none"> <li>• <b>Duration:</b> 16 hours</li> <li>• <b>Course Fee:</b> \$480</li> <li>• <b>Course Fee (after SSG Training Grant):</b> <ul style="list-style-type: none"> <li>▪ MCE/SME: \$144</li> <li>▪ Singaporeans below 40 years and PRs: \$240</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Course Reference Number: TGS 2019504403</li> <li>• Funding Validity Period: 31 July 2023</li> <li>• Mode of Training: Zoom</li> </ul>	<ul style="list-style-type: none"> <li>• Education: Minimum 'Secondary'</li> <li>• Language: able to speak, and write in English at a proficiency level not lower than WPL Level 3</li> </ul>	<ul style="list-style-type: none"> <li>• Staff working in customer service, technical support, call centre, sales support, human resource, administration, and other roles such as purchasing, logistics, etc</li> <li>• Staff working as team leader, supervisor, or manager</li> </ul>

*SSG terms and conditions apply.*

MCE: Singapore Citizens, 40 years and above