



LEADERSHIP SKILLS FOR THE KNOWLEDGE-BASE ECONOMY

An Exclusive Workshop on Supervisory Skills for Managing the e-Generation @ the workplace

INTRODUCTION

Leadership play an important role in the organization. In the current competitive business environment, supervisors are under pressure to maintain the momentum and make a difference in their work. This will be possible only when the supervisors possess the right skills. This 2-day workshop is designed to provide the participants with techniques and skills to enhance the effectiveness as supervisors.

OBJECTIVE

At the end of the workshop participants will be able to:

- Apply the relevant principles of management to their workplace
- Effectively manage the organisational resources
- Use effective decision making tools @ the workplace
- Apply motivational techniques to enhance employee performance
- Use situational leadership style to enhance employee performance
- Adopt effective communication techniques to suit their work
- Resolve internal conflicts with ease.

OUTLINE

Module 1

Introduction to Principles of Management

- Nature of management/Supervision
- Leadership roles in a Changing Business Environment
- Leadership versus Management
- Qualities of the supervisor



Managing Organisational Resources

- 5M approach to resources
- Doing the right things
- Environmental analysis and resource utilisation

Module 2

Decision making skills

- Types of problems @ the workplace
- Problems solving skills
- Effective decision making steps
- Using the power of teams

Time Management

- Knowing your style of time management
- Priority setting
- Managing time wisely
- Coping with crisis
- Managing time through delegation

Module 3

Managing Employee Performance

- What do employees want from their jobs?
- Theories of motivation
- Putting theories to work in the workplace
- Motivating the e-Generation



- Performance Management and Performance Appraisal
- Coaching skills

Leadership Skills

- Leadership Qualities
- Leadership style – which one?
- Situational leadership
- Leading the e-Generation

Module 4

Communication

- Understanding the Barriers to communication
- Managing inter-personal communication
- Listening to the unspoken words
- Active listening

Conflict Handling

- Understanding Workplace conflicts
- Conflict management

WHO SHOULD ATTEND

This workshop is important for supervisors, executives, and managers who wish to improve their leadership skills.

AWARD OF CERTIFICATE

Certificate of Attendance will be issued to participants who have attended at least 75% of the course.



COURSE DATE (2 Days) 9.00 am - 5.00 pm

Refer to our website.

COURSE FEES

S\$ 380 (For SQI Member)

S\$ 420 (For Non-Member)

GST is not applicable . Price is inclusive of two tea-breaks

SDF funding available for SME Only – Application via www.sdf.gov.sg

Course fees are subjected to change without prior notice.

Training Venue

Training will be conducted at SQI, 66 Tannery Lane # 06-07 Sindo Building ,
Singapore 347805

For more information, please contact :

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