



Website : www.bcdbh.org

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Interpersonal Skills for Supervisors

Date	Venues	(\$)Fees	Book your seat
13 Apr -17 Apr 2025	Kuala Lumpur	3150	Register Now

Course overview

Both leadership and management in the 21st Century are becoming increasingly more complex. Typically organisations in both the public and private sectors are facing changes driven by political, economic, sociological, technological, legal and environmental issues.

Course objective

- The need to think strategically
- The principles of managing change
- How to approach and solve problems creatively
- Critical aspects of teamwork
- The process of motivating yourself and others
- Methods for managing conflict
- Techniques for dealing with difficult staff

Who should attend?

- Supervisors Seeking To Enhance Their Performance
- Managers Desiring To Sharpen Their Skills
- Technical Staff Seeking A Greater Understanding Of Management

Course outline

- Developing interpersonal excellence
- Encouraging your people to give their best
- Making the best of your resources
- Defining and managing business processes
- Creating innovation where you work
- Determine your effectiveness in time management
- Systems thinking
- Building a high performance team
- Leading different types of teams
- Self motivation and development
- Dealing with team conflict
- Dealing with difficult team members

Training methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies



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- Workshops
- Games & Role plays