



**SCANDINAVIAN ACADEMY**  
For Training and Development

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# Course: Supervisory Skills And Development of leadership

Code	City	hotel	Start	End	price	Hours
440	Kuala Lumpur (Malaysia)	Hotel Meeting Room	2025-04-07	2025-04-11	4450 €	25

## Program Objectives

**By the end of the program, participants will be able to:**

- Define the scope, nature and responsibility of the supervision role and the challenges this role places on them.
- Effectively communicate verbally and non-verbally with others.
- Apply their role as motivators.
- Identify their teamwork style and build an effective team.
- Practice professional techniques in providing positive discipline.
- Use different skills in interpersonal problem-solving and conflict management

## Program Outline

### Being a Supervisor Today

- Myths about Supervision
- Supervisors Key Tasks
- Essential Skills for Supervisors
- Responsibilities and Challenges
- Problems Supervisors Encounter

### Communicating Effectively



- The Communication Process
- Approaches to Interpersonal Relationships with Employees
- Ten Commandments of Human Relations
- Developing Effective Listening Habits
- The Value of Feedback
- Techniques in Providing Feedback
- Guidelines for Assertive Communication

### **Motivating your Workforce**

- Definitions of Motivation
- Myths about Motivation
- Motivation and Performance
- Different Workable Motivational Theories
- Building a Motivational Environment

### **Working with Teams**

- Identifying your Teamwork Style
- Supervisors Involvement with Teams
- Team Process Facilitation
- Obstacles to Effective Teamwork
- Overcoming Obstacles to Effective Teamwork
- Team Decision-Making Procedures

### **Orientation and Positive Discipline**

- Perceptions During Orientation
- Orientation and Follow Up
- Use of Progressive Disciplinary Practices
- Types of Reinforcement
- Applying Reinforcement Strategies



## **Creative Interpersonal Problem-Solving**

- Interpersonal Problem-Solving Process
- Steps for Interpersonal Problem-Solving
- Encouraging Creative Thinking
- Applying Brainstorming Formats and Mechanics
- Key Conflict Management Skills



**The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

- **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

- **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

- **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

- **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

- **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

- **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

- **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

- **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

- **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

- **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.