

LEADERSHIP TRANSFORMATION SERIES:

Winning Tools for Leaders

Building Empowered
Supervisory Team

CUSTOMER SERVICE PROGRAMS:

The Service Image

Service from the Heart

HIGH PERFORMANCE CULTURE PROGRAMS:

Building Self-Confidence

Success Begins With Me

Developing Winning Attitude

My Job My Pride

BUSINESS SKILLS/OTHERS PROGRAMS:

Winning Tools for Effective
Communication

Managing Expectation,
Tasks, and Time

7 Innovation Tools

Problem Solving and Decision
Making

Young Executive
Development Program

Harnessing Excellent Individuals
(Teambuilding)



BUILDING EMPOWERED SUPERVISORY TEAM (BEST)

POLISH YOUR SUPERVISORY SKILLS AT WORK AND
DEVELOP YOUR PEOPLE.

INTRODUCTION

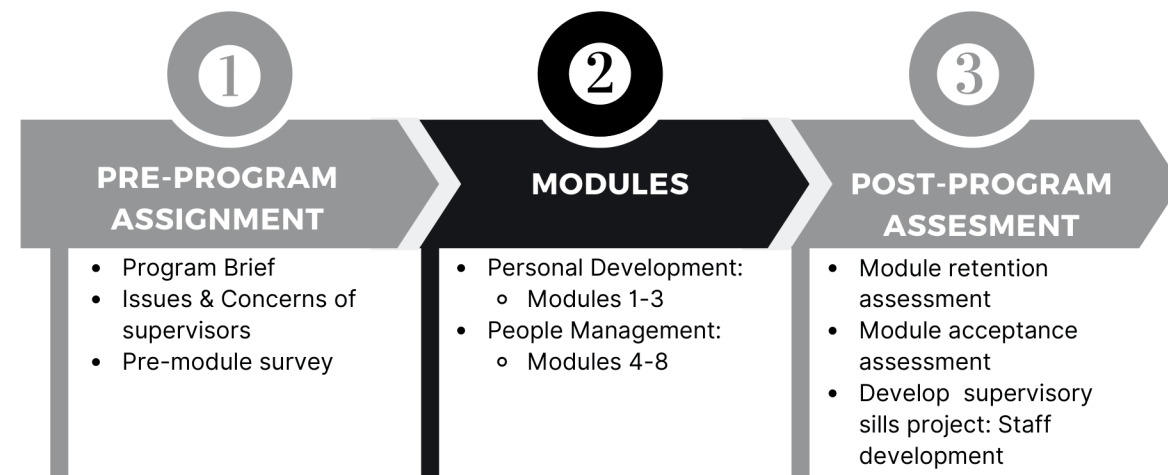
The correct tools and approaches are necessary to train a group of individuals with high-caliber supervisory abilities. With effective supervision, it allows individuals to develop in the workplace.

TARGET GROUP

A. MANAGERS B. EXECUTIVES

Other potential positions include: supervisors, line managers, and team leaders

APPROACH

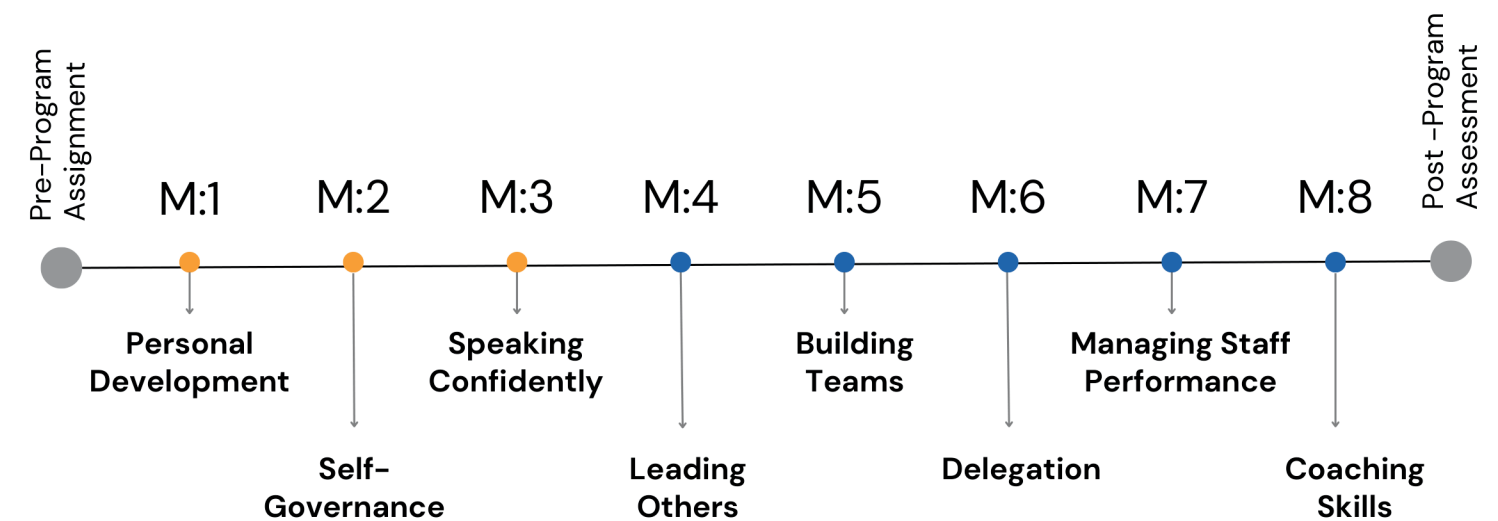


OBJECTIVES

At the end of the program, participants should be able to:

- Build people management and leadership competencies
- Learn about own capabilities/skills, personalities and interests
- Internalize the self-governance principles- Integrity/ Honesty/ Sincerity
- Polish and sharpen speaking skills
- Develop short term and lifetime goals and to turn own vision into reality
- Understand and be familiar with the leadership styles
- Foster strong relationship with team members
- Conduct performance planning, evaluation and feedback
- Gain trust and motivate team members for higher performance
- Conduct practical coaching skills at workplace
- Prepare the BEST AB-DIN Journal (Actionable Behavior - Do-It-Now)

MODULES



Legend:

- Personal Development
- People Management

DOCUMENTATION

A combination of the following documents and folders will be given to program participants to engage them in their learning. Using these documents helps participants retain knowledge and apply the techniques learnt.

1. PROGRAM FOLDER & NOTES

- Notes on tools & techniques
- Guide to tools & techniques

2. CERTIFICATE

- Program certificate

3. PROGRAM JOURNAL

- Record personal notes on the individual journey of change and progress

4. TOOLCARD

- Handy card on techniques & tools
- Brief outline for easy recall

5. TOOLBOX

- Handy booklet on notes
- A simple guide to the tools & techniques

