

Supervisory Management

Overview :-

Teamwork is vital for competing in today's global workplace. Individual merit is not as desirable as a high level of collective team performance. Work sometimes cannot get done not because of incomplete information or confusion about processes but due to the lack of teamwork and lack of communication. This course equips students on how skills and knowledge of team members can be identified to design an effective team to achieve organizational goals and objectives. It also covers how team can be managed and sustains effectively using the effective communication and techniques. Students will be given in depth knowledge on how team performance management system can be established to review team performance against goals and objectives and corrective action plan can be taken.

Modules (1) :-

| 1 Supervisory Management | | | |
|---|----------|------------|-------|
| E-learning | Training | Assessment | 24:00 |
| 00:00 | 23:00 | 01:00 | |
| <p>Teamwork is vital for competing in today's global workplace. Individual merit is not as desirable as a high level of collective team performance. Work sometimes cannot get done not because of incomplete information or confusion about processes but due to the lack of teamwork and lack of communication. This course equips students on how skills and knowledge of team members can be identified to design an effective team to achieve organizational goals and objectives. It also covers how team can be managed and sustains effectively using the effective communication and techniques. Students will be given in depth knowledge on how team performance management system can be established to review team performance against goals and objectives and corrective action plan can be taken.</p> | | | |

Course Duration :-

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|---|------|
| SSG Approved Training & Assessment Hours | 24.0 |
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Objectives :-

- Identify the nature of teams to be formed
- Apply team goal setting techniques to construct a goal orientated work team
- Apply appropriate techniques resolve issues arise during the formation of teams
- Establish team performance management system to motivate and sustain effective teams
- Maintain communication process to prevent breakdown of team communication

- Apply effective leadership skills leading to successful teams
- Apply conflict resolution techniques to resolve conflict between the individuals and in the team
- Review team performance against goals and objectives
- Engage regular constructive feedback with supervisors and team member to maintain good communication
- Develop team improvement processes

Entry Requirement :-

Singapore/PR Students:

- GCE 'O' Level with 3 credits including English and Mathematics OR
- WSQ Advanced Certificate OR
- WSQ ES WPLN Level 5 and above

International Students:

- High School Diploma equivalent to GCE 'O' Level with 3 credits including English and Mathematics OR
- Qualifications from professional institutes may be considered on a case-by-case basis OR
- Pass TaF.tc Entrance Test

English Language Requirement –

- Possess a minimum credit in English at GCE 'O' Level or its equivalent OR
- IELTS score 4.5 or TOEFL score 450

ALL Students are required to have basic knowledge of computer and Microsoft Office

Minimum 3 months retail experience on the selling floor.

Graduation Requirements :-

Student must fulfil the following requirements:

- 75% attendance rate of total training hours per module
- Assessed and be competent for every module

Student Pass Holders – a minimum of 90% attendance per month will be required.

Who Should Attend :-

- Supervisor
- Quality Assurance
- Industrial Engineer
- Compliance Manager
- Auditor
- General Manager
- Department Head

(This module is only available for corporate training)

Key Learning Areas :-

- Organisational goals, objectives and strategic plans
- Work allocation and delegation limits for the team
- Team goal setting techniques
- Conflict management techniques
- General communication cultures, languages and barriers in a team setting
- Team leadership tools and practices

Course Fee :-

Singaporean / PRs aged \geq 40 years

SME Sponsored

| | |
|--|-------------------|
| Full Course Fee | S\$ 850.00 |
| Less: Non-PME Courses 90% of course fee, capped at \$25/hr | S\$ 600.00 |
| Less: PME Courses 90% of course fee, capped at \$50/hr | - |
| Less: Non-PME Courses 80% of course fee, capped at \$17/hr | - |
| Less: PME Courses 50% of course fee, capped at \$15/hr | - |
| Less: Non-PME Courses/PME Courses 95% of course fee | - |
| Nett fee after grant | S\$ 250.00 |
| Add: 7% GST* | S\$ 59.50 |
| Total Nett Course Fee Payable including GST | S\$ 309.50 |

Singaporean only and aged \geq 35 years

SME Sponsored

| | |
|--|-------------------|
| Full Course Fee | S\$ 850.00 |
| Less: Non-PME Courses 90% of course fee, capped at \$25/hr | - |
| Less: PME Courses 90% of course fee, capped at \$50/hr | - |
| Less: Non-PME Courses 80% of course fee, capped at \$17/hr | - |
| Less: PME Courses 50% of course fee, capped at \$15/hr | - |
| Less: Non-PME Courses/PME Courses 95% of course fee | (S\$ 807.50) |
| Nett fee after grant | S\$ 42.50 |
| Add: 7% GST* | S\$ 59.50 |
| Total Nett Course Fee Payable including GST | S\$ 102.00 |

Singaporean / PRs aged \geq 21 years

Self Sponsored

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|--|-------------------|
| Full Course Fee | S\$ 850.00 |
| Less: Non-PME Courses 90% of course fee, capped at \$25/hr | - |
| Less: PME Courses 90% of course fee, capped at \$50/hr | - |
| Less: Non-PME Courses 80% of course fee, capped at \$17/hr | S\$ 408.00 |
| Less: PME Courses 50% of course fee, capped at \$15/hr | - |
| Less: Non-PME Courses/PME Courses 95% of course fee | - |
| Nett fee after grant | S\$ 442.00 |
| Add: 7% GST* | S\$ 59.50 |
| Total Nett Course Fee Payable including GST | S\$ 501.50 |

Singaporean only and aged \geq 40 years (SFMCES)

Self Sponsored

| | |
|--|-------------------|
| Full Course Fee | S\$ 850.00 |
| Less: Non-PME Courses 90% of course fee, capped at \$25/hr | S\$ 600.00 |
| Less: PME Courses 90% of course fee, capped at \$50/hr | - |
| Less: Non-PME Courses 80% of course fee, capped at \$17/hr | - |
| Less: PME Courses 50% of course fee, capped at \$15/hr | - |
| Less: Non-PME Courses/PME Courses 95% of course fee | - |
| Nett fee after grant | S\$ 250.00 |
| Add: 7% GST* | S\$ 59.50 |
| Total Nett Course Fee Payable including GST | S\$ 309.50 |

Singaporean only and aged \geq 35 years

Self Sponsored

| | |
|--|--------------|
| Full Course Fee | S\$ 850.00 |
| Less: Non-PME Courses 90% of course fee, capped at \$25/hr | - |
| Less: PME Courses 90% of course fee, capped at \$50/hr | - |
| Less: Non-PME Courses 80% of course fee, capped at \$17/hr | - |
| Less: PME Courses 50% of course fee, capped at \$15/hr | - |
| Less: Non-PME Courses/PME Courses 95% of course fee | (S\$ 807.50) |

| | |
|--|-------------------|
| Nett fee after grant | S\$ 42.50 |
| Add: 7% GST* | S\$ 59.50 |
| Total Nett Course Fee Payable including GST | S\$ 102.00 |

International

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|--|-------------------|
| Full Course Fee | S\$ 850.00 |
| Less: Non-PME Courses 90% of course fee, capped at \$25/hr | - |
| Less: PME Courses 90% of course fee, capped at \$50/hr | - |
| Less: Non-PME Courses 80% of course fee, capped at \$17/hr | - |
| Less: PME Courses 50% of course fee, capped at \$15/hr | - |
| Less: Non-PME Courses/PME Courses 95% of course fee | - |
| Nett fee after grant | S\$ 850.00 |
| Add: 7% GST* | S\$ 59.50 |
| Total Nett Course Fee Payable including GST | S\$ 909.50 |