

## OBJECTIVES

Achieve a clear understanding of your role as a new manager/supervisor, build up the competence required to perform this new managerial/supervisory role, and learn to execute your role with greater confidence.

At the end of the programme, you will be able to:

- Identify the roles and responsibilities of a manager/supervisor
- Identify the advantages of motivated staff and learn to develop motivation in others
- Understand the importance of coaching to the management of people and develop a coaching plan for your associates
- Develop the capabilities of subordinates and learn skills to delegate supervisory work to selected subordinates
- Conduct an effective performance appraisal and know what and what not to do during appraisals
- Identify the elements of an effective team, overcome barriers, and develop and manage effective teams

## PROGRAMME OUTLINE

- **Roles & Responsibilities of a**
  - Manager/Supervisor
  - Competencies of a Manager/Supervisor
- **Motivating Others**
  - Knowledge Check
  - Advantages of Having Motivated Staff
  - Characteristics of Motivated Staff
  - Staff Motivators
  - Developing Motivation
- **The Coach in You**
  - What is coaching?
  - Five Roles of a Coach
  - The Coaching Model
  - The Coaching Conversation
  - The Feedback Planner
- **Delegating Effectively**
  - Definition of Delegation
  - Overview of Delegation Steps
- **Managing Performance**
  - Purpose of Performance Appraisal
  - Performance Appraisal Forms
  - Performance Appraisal Approach
  - Setting Objectives
  - Do's and Don'ts
- **Building an Effective Team**
  - Elements of an Effective Team
  - Stages of Team Development
  - Barriers to Building an Effective Team
  - Overcoming the Barriers

## TARGET AUDIENCE

- Newly-promoted / young managers who are new to management and require a 'toolkit' for managing people
- Experienced managers who wish to sharpen or develop new best-practised skills
- Executives identified for greater responsibilities or promotion to a managerial position

# The ROM (Role Of Manager)

*Two day Intensive Boot-camp for New Managers!*



*This programme will be facilitated by either of the following course leaders.*

## PROGRAMME LEADERS

### Eliza Quek

Eliza Quek is a highly experienced international organizational development consultant, facilitating the alignment of leadership and managerial performances to better meet their organizations' strategic priorities values vision and goals through customized training programmes and executive coaching.

Her foundation years as Internal Consultant with Esso Singapore, Exxon Chemicals Asia Pacific and Esso Eastern Inc., Houston built competencies in organizational diagnosis, action learning, instructional design, conflict resolution and team building.

### Vimala Chandrarajan

Vimala is a Management trainer with 10 years of Managing & training experience

with some of the leading global and regional multinational companies.

Her engaging and supportive training style allows her to achieve optimum results with different levels of staff and management. Previously Vimala was with the world's largest publishing company, LexisNexis, owned by the Anglo-Dutch publishing giant Reed Elsevier as head of the Journal Publishing Department and was the Managing Editor of the Singapore Law Gazette ('SLG'). In her capacity as Managing Editor, Vimala worked closely with the Law Society of Singapore. Currently she trains very regularly on topics such as management, CRM and communication skills. She is committed to helping organisations develop effective cohesive teams and enhance employee relations.



## Registration Form

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: Mr/Ms: \_\_\_\_\_

Job Title: \_\_\_\_\_

E-mail: \_\_\_\_\_

Tel (O): \_\_\_\_\_

Fax: \_\_\_\_\_

Remarks: \_\_\_\_\_

Gender: \_\_\_\_\_ Nationality: Singaporean/Permanent Resident/Foreigner: \_\_\_\_\_

Participant's Name: \_\_\_\_\_

NRIC No: \_\_\_\_\_ Job Title: \_\_\_\_\_

E-mail: \_\_\_\_\_

Programme Title: \_\_\_\_\_

Date: \_\_\_\_\_

### **The ROM (Role Of Manager)** Two day Intensive Boot-camp for New Managers

Date: 12-13 April 2010

Closing Date: 12 March 2010

Fee: S\$580 (NETT) **10% early bird discount applies if registered before 20<sup>th</sup> February 2010**

Time: 8:30 am- 5.30pm

Please send this registration form and your payment by the closing date to confirm your seat. All cheques/bank drafts must be made payable to **Singapore Management Consulting Associates**, crossed and marked 'A/C payee only' with the programme name indicated on the back of the cheque/draft and mail to 22 Jalan Membina #05-66 Singapore 166022 Tel: (65) 6400 7674/ (65) 9855 1006 Email: enquiry@smca.com.sg

#### **Registration, Refund & Cancellation Policy**

1. If notice of withdrawal is given in writing, 100% refund for written notification more than 10 working days before commencement 75% refund for written notification within 10 working days before commencement. After commencement date full course fee will be charged with no refund.
2. SMCA reserves the right to cancel the course due to unforeseen circumstances. SMCA reserves the right to change programme date, time, fees and speakers that can occur due to unforeseen circumstances. Every effort, however, will be made to inform participants of the change.
3. A place will be reserved for you upon receipt of your registration by e-mail or mail. Registration will only be confirmed upon receipt of full payment accompanied by a duly completed registration form. If you are unable to attend, a substitute delegate is welcomed, provided that you inform us in writing of the name and particulars of the substitute delegate at least 3 working days before the course.  
Working days – Monday to Friday, excluding Saturday, Sunday & Public Holiday