

Supervise Teams at Work

Code: STW

Duration: 16 Hours

Synopsis:

This course is developed to enable learners to acquire knowledge and skills in supervising teams at work. It is a systematic approach that workers can use to make incremental and breakthrough improvements in processes that produce products and services for customers.

Course Objective:

On completion of this module, learners will be able to participate and supervise work teams and be able to put it into practice at their workplaces.

Course Outline:

Skills:

- Form work teams
- Lead workplace team activities
- Maintain team performance

Knowledge:

- Organisational goals, objectives and strategic plans
- Work allocation and delegation limits for the team
- Team goal setting techniques
- Group cycle
- Knowledge of cross-cultural environment
- Team goal setting techniques
- Team leadership tools and practices
- General motivation tools suitable for team building and development
- Conflict management techniques
- General communication tools applicable to a team setting
- Sound communication tools suitable for team building
- General feedback and negotiation skills suitable for a team setting
- General communication cultures, languages and barriers in a team setting

For Whom:

Suitable for Line or Team Leaders, Technicians and Supervisors.

Entry Requirements:

Participants are assumed to:

- Have completed 'O' Level or equivalent; or
- Have the ability of:
 - Basic knowledge of the Singapore Workplace Safety and Health requirements;
 - Follow written and oral work instructions;
 - Listen, read and write English at a proficiency level equivalent to the Employability Skills System (ESS) level 5;
 - Manipulate numbers at a proficiency level equivalent to Employability Skills System (ESS) level 5.

Training Medium:

This course is conducted in English.

Training Methodology:

This course is delivered through lectures, discussion and role-play.

Essential Requirement:

Participants are required to bring their personal laptop for the work assignment & presentation.

Assessment Methodology:

A work assignment and presentation is conducted at the end of the course.

Certification:

A Certificate of Proficiency will be awarded to trainees upon completing and passing the test. Otherwise, a Certificate of Participation will be issued to those who attained a minimum attendance of 75%.