

TMY-SS14: Assertive Supervisory Leadership Competency

Course Code: TMY-SS14

Duration: 2 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

OVERVIEW

Assertive capability is one of the key elements that affect a leader's credibility. Assertive decisions made by the leaders are crucial to the success or failure of a specific task and/ or project. This training programme will help you to improve your organisation's bottom line, by providing the knowledge and skills towards application of the essential leadership competencies through an experiential approach, whereby participants will learn through actual doing.

SKILLS COVERED

Upon completion of this programme, the participants will be able to:

- Plan, Organise, Lead and Control competently (P.O.L.C Cycle)
- Apply the RIGHT leadership style on the RIGHT occasion towards effective execution of decision (Situational Leadership Concept)
- Demonstrate the capability of understanding a problem from different perspectives towards effective decision making (C.U.T.E Principle)

WHO SHOULD ATTEND?

This program is suitable for Supervisors, Executives and Managers.

Level - Executives and above

PREREQUISITES

There are no prerequisites required to attend this course.

MODULES**Module 1 - Leading Through 'COMPASS' Towards Team Effectiveness**

- The TWO (2) C's paradox of building leadership assertiveness
 - Leading through 'COMPASS'
 - Leading through 'CLOCK'
- Operational Planning and Organizing
 - Practice Prioritization Effectively – Importance vs. Urgency Matrix
 - Establish Focus Tactically– Determine the highest priority
 - Utilise Manpower Efficiently – Jobs distribution
 - Determine Process Improvement – Determine the best work processes
- Leading and Controlling at The Workplace
 - Four Types of Leadership Style
 - Leadership Styles and Decision Making

Module 2 - Be A Leader Of The PEOPLE, By The PEOPLE, For The PEOPLE

- The FIVE (5) R's of Assertive Team's Engagement
 - Right, Relationships, Results, Reproduce, Respect
- Leadership By Example
 - Managing Your Circle of Influence
 - Who You Are, Is Who You Attract
- Motivate and Coach Your TEAM to Make Positive Change Happens
 - UNLEASH Your Team's Talent to Attain Positive Change – First WHO, Then WHAT; Skills versus Will
 - CLEAR THE PATH to Enhance Team's Level of Initiative – Begin With End In Mind

- Extend TRUST to Increase Team's Level of Engagement in Change
- Value TEAM SYNERGY Towards Effective Positive Change
- Overcome ROADBLOCKS to Change
 - Banish TEAM's DECEPTION to Change
 - Beat the Common CHANGE BLOCKERS – The 'F.E.A.R' in Your Team
 - Win the Struggle WITHIN
 - Overcome PROCRASTINATION

Module 3 - Effective Workplace Problem Solving And Decision Making

- Control Emotion and Reaction When Handling a Problem
 - Comprehend why problems arise - The 90/10 Rules
 - The fundamentals of emotional intelligence in handling problems
- Understand The Problem From Different Perspectives
 - Understand and appraise a problem
 - Act F.A.S.T.
- Think of possible alternatives to make the best decision
 - Clarify solution purpose
 - Balance the benefits and risks of each alternative
 - Determine the best decision
- Evaluate your decision towards the right action
 - Produce and enhance action plans
 - Rectify potential problems
 - Establish preventive actions
 - Determine contingent actions

END OF PAGE