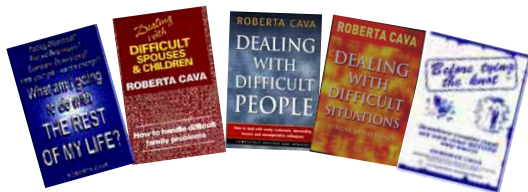


Survival Skills for Supervisors and Managers

13 - 14 Nov 2006,
Furama Riverfront,
Singapore

WORKSHOP LEADER:
International trainer, Human Resource
Specialist and best-selling author
Ms Roberta Cava



ORGANISED BY

PARTNERS

Conference and Event Management Pte Ltd
(Reg. No. 200210370R)

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WHY THIS WORKSHOP

Since 1982, Roberta Cava has presented her famous *Survival Skills for Supervisors and Managers* workshops internationally in USA, Canada, Australia, New Zealand, Great Britain, Germany, United Arab Emirates, South Africa, Germany, Singapore, Malaysia, Thailand, Indonesia and the Philippines.

She's found that only 5 - 20% of all supervisors who have employees reporting to them (whether their title is supervisor, manager, foreman, lead hand, department head, superintendent or even CEO) have had adequate supervisory training! Why is this happening? Because companies don't know how important it is (revenue-wise) that their supervisors do things right!

According to a survey done, 70-80% of the people identified that the most difficult people that they encountered at workplace are - NOT their clients, NOT their co-workers but their SUPERVISORS!

Do you find insubordination at your workplace? Do you witness difficulty for some supervisors and managers to get a proper piece of work done by their support staff or team members or don't obtain adequate support from them? If yes, you have to check and see whether the supervisors or managers are the cause of their lackluster response to their immediate bosses.

Here are some common mistakes that most supervisors and managers make unknowingly which are de-motivating and demoralising for team members and support staff:

- Embarrass staff by disciplining them in front of workmates or clients;
- Label staff's behaviour (stupid, dumb) or made sarcastic remarks, instead of trying to correct the actual behaviour of the staff member;
- Do not give recognition for a job well done;
- Shift the blame to staff when things go wrong;
- Do not provide the necessary training to fill the gap between job requirements and employee's skills;
- Conduct performance appraisals on staff without a proper job description upon which to base their evaluation;
- Ignore staff's suggestions about better ways to complete tasks.

Do you find any of these mistakes being made by your supervisors and managers? If you have answered "yes," it is important that these supervisors and managers be equipped with the skills and techniques on how to manage their teams better.

WHO SHOULD ATTEND

This is one of Roberta's most popular workshops - it offers supervisory/ management skills to those who are moving up to a supervisory/ management position or those who

are already there, but lack supervisory training. Seats are limited to 20 persons per class so register early!

WHAT WILL YOU LEARN

Highly practical and intensive, this workshop which includes group discussions, activities and real-life examples will allow you to take away effective tips, practical techniques and skill-set on being a good supervisor and manager. You will learn:

- About the problems / challenges you will face if you are placed in the position of managing your former peers and how to overcome them
- About the common mistakes most supervisors / managers make and how to avoid them
- Which leadership style suits you best
- How to bring out the best or the worst in your staff
- How to effectively delegate work to your team
- How to set performance standards for tasks
- How to motivate the under- achievers and keep high achievers motivated
- What steps to take when solving problems
- How you and your team can manage time and the steps to take to stop time wasters
- About the different kinds of problem team members and how to deal with them
- How to ensure proper counselling and / discipline for employees when appropriate

PROGRAMME AGENDA

1. THE ROLE OF MANAGER

- Responsibilities of all supervisors / managers.
- Problems when you manage former peers.
- Qualities of good managers.
- Why many managers fail?

2. LEADERSHIP STYLES

- What is leadership?
- Supervisors/Managers who bring out the best/worst in staff.
- What leadership style suits you best?
- Basic differences between theory X and Theory Y supervisory management styles.
- Basic leadership styles.

3. DELEGATION

- Excuses and risks for not delegating.
- What are Responsibility, Authority and Accountability?
- The delegation process - Rules of Delegation.
- Delegation Dos and Don'ts.
- The importance of proper up-to-date job descriptions.

4. MOTIVATION

- How to utilise Maslow's Hierarchy of Needs to motivate employees?
- How to motivate under-achievers?
- How to keep high achievers motivated/happy?
- Common ways we see anger expressed at work.
- How to set performance standards for tasks?
- Performance appraisals.

5. PROBLEM SOLVING & DECISION MAKING

- Criteria required for defining problems.
- Steps to take when problem solving.
- Driving and restraining forces.
- The Brainstorming Process.

6. TIME MANAGEMENT

- The principles of time management.
- The differences in Priority A, B, C and D tasks.
- Determining priorities for your day.
- The "Swiss Cheese Approach"
- Importance of "To Do" lists and Daytimers.
- Time Wasters and their solutions.

7. INTERPERSONAL SKILLS

- Normal speaking and listening speeds.
- Major steps in the communication process.
- Retaining information in one-on-one training.
- How do you rate as a listener/ speaker?
- Paraphrasing and Feedback.
- Qualities of good team members.
- Kinds of problem team members.
- The importance of non-verbal communication.

8. EMPLOYEE DISCIPLINE

- Differences between counselling and disciplinary interviews.
- When are counselling interviews warranted?
- Objectives of counselling and disciplinary interviews.
- How to conduct a counselling interview?
- What kind of problems should you not try to handle by yourself?
- Handling sexual harassment issues.
- How do you maintain improved performance?
- Where should you discipline employees?
- Planning counselling/ disciplinary interviews.
- The importance of follow-up to interviews.
- How to conduct a disciplinary interview?
- Steps to take before terminating an employee.
- The importance of proper documentation.

TESTIMONIALS FROM PAST PARTICIPANTS

"Roberta is very well spoken and kept things interesting."

"Very well presented and very interesting."

"I thought because I had an MBA degree that I knew how to supervise others. Now I realise that we were given absolutely no training in how to do that. Thanks for filling in the gaps."

"Now I know what I have to do to be a good manager. Well done!"

"I hate disciplining people – now I know how to do it without feeling guilty and without the staff member retaliating against me when I do."



Roberta Cava is owner of Cava Consulting (Head Office) in Queensland, Australia (1998); Cava Management Consulting Services in Edmonton, Alberta, Canada (since 1982), and Maui, Hawaii USA (since 1986).

Her firms offer over 65 different training and development seminars (12 Associate Trainers) in Supervisory/ Management, Human Resources, Personal Development, Career Development, Customer Service and Clerical. Clients include other training firms, colleges, universities, private and government agencies in Australia, New Zealand, Canada, USA, Great Britain, Germany, Singapore, Malaysia, Philippines, Indonesia, Thailand, South Africa and the United Arab Emirates.

Roberta has been involved in the field of human resources since 1974 including employment as Head of Human Resources and Training for a large financial institute in Melbourne and as Human Resources Manager for a group of 12 companies based in Canada. Her company offers personnel services to companies too small to have their own human resources department and offers career counseling services to job seekers.

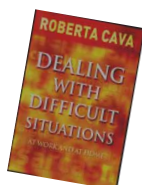
Roberta is the author of two internationally best-selling books - *Dealing with Difficult People* has been a best-seller since 1990 and now has 13 publishers in 8 languages. Another best-seller is: *Escaping the Pink-Collar Ghetto - How Women can Advance in Business* (which is now available in e-book format). Her other books are: *Dealing with Difficult Spouses and Children*, *Dealing with Difficult Relatives and In-Laws*, *Before Tying the Knot - Questions Couples Must Ask Each Other BEFORE They Marry!* and *What Am I Going to Do with the Rest of My Life? Dealing with Difficult Situations – At Work and At Home and Dealing with Bullies*.

Her tributes include:

- Being chosen twice as a Canadian Achiever;
- Being nominated for:
 - The 2001 and 1999 Telstra Australian Woman of the Year Awards;
 - The Alberta Human Rights Award;
 - The Canadian Awards for Business Excellence;
 - The YWCA Tribute to Women Award;
 - The Edmonton Chamber of Commerce Small Business Owner of the Year Award for three years; and
 - Regional finalist for the 1993 Canadian Woman Entrepreneur of the Year Award.

Roberta is listed in Who's Who in North America. For more information on Roberta, click onto www.cavaconsulting.com

SPECIAL GIVE-AWAY:
All participants will also receive a free copy of *Dealing with Difficult Situations*



PROGRAMME SCHEDULE

Registration: 08:30 – 09:00 hours
Workshop: 09:00 – 16:00 hours
Luncheon, morning and afternoon tea-breaks will be provided for during the workshops.

REGISTRATION FORM

To register, please contact **Partners Conference & Event Management Pte Ltd** (Reg. No. 200210370R)
Tel: 65-6288 1273 Fax: 65-6288 1293 Email: enquiries@partners-conference.com www.partners-conference.com

Standard Workshop Fee S\$1,295 nett per person
Register by 30 Sep 2006 S\$1,095 nett per person (save S\$200 per person)
Group discounts are available when you register at least 3 workshop sessions.

Name of Delegates	Designation	Email
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

Approving Manager

Name: _____ Designation: _____ Email: _____
Organisation: _____ Address: _____
Postal Code: _____ Country: _____ Tel: _____ Fax: _____

Methods of Payment

Payment by Bank Draft/Cheque

Please make cheque payable to Partners Conference & Event Management Pte Ltd and mail to:
Partners Conference & Event Management Pte Ltd
30 East Coast Road #02-27 Paramount Shopping Complex
Singapore 428751

Payment by Bank Transfer

Account Name : Partners Conference & Event Management Pte Ltd
Account No. : 501-584692-001 (Bank Code: 7339)
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