Effective Supervisory Skills for NPO Managers

Overview
Effective supervisors are necessary in all settings where employees need guidance and supervision to complete tasks, serve customers and meet deadlines. The skills savvy supervisors will plan, organise, communicate, motivate and monitor effectively, which the learner will be exposed to in this training. The module equips the learner with proven supervisory techniques that can put into action immediately. You will learn to leverage both your hard skills and your people skills to meet your new challenges with increased confidence.

Learning Outcomes
By the end of the course, participants will be able to:

1. Distinguish management approaches in supporting staff of different backgrounds
2. Analyse team characteristics when delegating work
3. Differentiate intrinsic and extrinsic motivators
4. Address performance gaps of staff

Target Audience / Pre-requisites
Target audience includes all professionals who are new supervisors with fewer than three years of supervisory experience and supervisors who want the benefit of basic management skills training.

The skills and knowledge for this course, which the learner is assumed to possess, are as follows:

- Be able to listen and speak English at a proficiency level equivalent to the Employability Skills System Workplace Literacy (WPL) Level 6
- Be able to read and write English at a proficiency level equivalent to the Employability Skills System Workplace Literacy (WPL) Level 6
- Be able to use numeracy skills equivalent to the Employability Skills System Workplace Numeracy (WPN) Level 6

Assessment Requirements
Learners will be assessed by written questions in a summative assessment at the end of training.

Course Agenda (by day)
Course Agenda for Day 1

Morning

- Management in the Non-Profit Sector
  - Overview of current trends & management skills
  - What’s at stake and what matters most to employees
  - Why human skills are critical to supervisory management
  - Identifying key leverage points from Jim Collins’ “Good to Great for Social Sectors”

Afternoon
- Supervisor as Servant-Leader
  - Exploring the notion of “leading by serving” in non-profit environment
  - Exploring Robert Greenleaf’s Model of Servant Leadership
  - Transformational model of leadership
  - Leading from Inside Out – Examining the Leader’s Light & Shadows on others

Course Agenda for Day 2

**Morning**

- Supervisor as Delegator
  - Barriers & benefits to delegation
  - Steps to effective delegation
  - Giving performance & developmental feedback

- Supervisor as motivator
  - Gallup’s 12 Questions for Engagement
  - How to recognise different motivation needs of employees
  - Different strokes for different people – Matching words/actions to motivational needs

**Afternoon**

- Supervisor as Communicator
  - Understanding personality differences & impact on communication
  - Developing empathetic listening skills
  - Building a participative culture with questions

- Assessment Component

**Course Fees**

Full fees: $856.00 inclusive of GST

Nett Fees*: $256.80 inclusive of GST (after WDA subsidy of 70%)

*Funding is applicable to Singaporeans and Singapore PRs only.

**Trainer’s Profile**

Anita Yap is the Founder, Principal Coach & Facilitator of Entheos, a firm dedicated to enabling people to achieve their goals through generative conversations, learning and inspired actions. When conducting workshops, Anita is an enthusiastic and lively trainer with a passion for enabling her participants to transfer the skills and knowledge from the classroom to their work and personal life. Participants who have experienced Anita’s workshops have described her as “inspiring”, “professional” and “exuding passion and enthusiasm”. An energetic facilitator with international experience, Anita has worked with clients in Singapore, China, Cambodia, Laos, Macau, Myanmar and Vietnam. As a certified
Anita has been coaching executives in the areas of personal leadership, career transitions and life issues. Anita brings with her 15 years of work experience in multinational and government organisations. Her corporate experience in Public Relations, Communications and Training has given her invaluable insights into working with different levels of employees and what helps people to create and accept change. At her last appointment as a Learning Design Manager at the Civil Service College, Anita led a team of instructional designers and facilitators responsible for designing and conducting Flagship programmes for the College.