

COURSE OUTLINES

Module 1:

Supervising and leading through 'COMPASS' towards team effectiveness

- 1.1 The TWO (2) C's paradox of building leadership assertiveness.
- 1.2 Operational Planning and Organizing.
- 1.3 Leading and Controlling at the Workplace.

Module 2:

Be a Leader of the PEOPLE, by the PEOPLE, for the PEOPLE.

- 2.1 The FIVE (5) R's of Assertive Team's Engagement.
- 2.2 Leadership by Example.
- 2.3 Motivate and Coach Your TEAM to Make Positive Change Happens.
- 2.4 Overcome ROADBLOCKS to Change.

Module 3:

Effective Workplace Problem Solving and Decision Making.

- 3.1 Control Emotion and Reaction When Handling a Problem.
- 3.2 Understand The Problem From Different Perspectives.
- 3.3 Think of possible alternatives to make the best decision.
- 3.4 Evaluate your decision towards the right action.

OBJECTIVES

Plan, Organize, 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).



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MANAGEMENT COURSE

THE ASSERTIVE SUPERVISORY & LEADERSHIP COMPETENCY

100% HRDF CLAIMABLE

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