



## Supervise, Motivate and Empower Staff

TGS-2020513718

Over the years, ICASTEC positioned as a vocational school with great passion and enthusiasm for hospitality, food and beverage, culinary and pastry with focus on leadership, entrepreneurship and management, and be recognized as a quality education institution.

At ICASTEC, we offer quality education programs as well as “after study” opportunities and progression, including internship, higher study progression locally and/or 3rd-country, and career counselling.

- Programs at ICASTEC are internationally recognised with and progression pathways
- ICASTEC recognises the importance of Holistic Education and preparation of our students for personal development, career and life
- ICASTEC offer opportunities for “After-School” Progressions



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# Serve with Pride. Lead the Change.

We deliver quality education to realise our mission, vision and values via Holistic Education of “Connecting to the Real-World”, and Culture for student experience, performance and outcome, which is also our brand and branding focus. Therefore, our school culture as “**Serve with Pride, Lead the Change**”.

This skill describes the ability to supervise, motivate and empower staff. It also includes planning staff rosters and addressing job performance concerns, in accordance with organisational procedures.

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### DURATION

2 Days (16 Hours)

### COURSE FEES

\$500 (excluding GST)

### FOR WHOM?

- Senior Staff Members
- Supervisors
- Managers
- Professional Conversion for PMETs (mid-career job seekers)

### COURSE CONTENT

- Comply with legal, industry and organisational requirements in roster planning
- Review and make amendments or adjustments to duty rosters, in response to contingencies
- Communicate roster details, including tasks and expectations, to staff
- Apply effective leadership skills, including being a role model to motivate staff
- Employ means to effectively enhance co-worker relationships to achieve organisational goals
- Assessment Decisions, in accordance with Organisational Guidelines
- Apply effective empowerment for organisational effectiveness
- Conduct on-the-job supervision to ensure organisational goals are achieved
- Address staff performance concerns based on assigned tasks
- Resolve conflicts between staff, in accordance with organisational policy



SINGAPORE  
WORKFORCE SKILLS  
QUALIFICATIONS

SKILLS *future* SG

