



Our Vision: To provide quality education to foster continual growth and development for the community.
Our Mission: We are committed to impart quality skills to our students and to work in partnership with our accredited partners to meet the students' aspirations and goals beyond post-secondary education and to finally, provide an avenue towards a rewarding career path
Culture: "Serve with pride, lead the change"
Core Values: Be committed to our student's performance, Life-long learning, Integrity & Ethics, Care for the Environment and Community

Course Code: TGS-2020513718

Course Objectives

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.

Course Content/Description

- 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 coworker 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

Learning Outcome

- Apply Organisational Policies and Procedures for Planning Staff Rosters
- Review the processes for developing staff rosters
- Determine the factors to consider in assigning tasks to staff
- Apply effective listening and communication skills
- Apply the Means to Empower Team Members to Achieve Organisational Goals
- Implement the methods to motivate and empower staff
- Conduct the methods of on-the-job supervision to enhance work performance
- Provide the Techniques for Positive and Negative Feedback to Staff
- Execute the Processes for Resolving Employee Conflicts

Assessment

- Role-play
- Written Assessment (Case Study, Short Answer Questions and Direct Questions)

Entry Requirements

- Age Group: 18 to 60 years old
- Work Experience: 2 years and above
- Minimum Educational Level: Preferably 1 GCE'N' Level pass and above
- Written Language: English (Workplace Literacy (WPL) Level 5)
- Spoken Language: English (Workplace Numeracy (WPN) Level 5)

Who Should Attend

Senior Staff Members, Supervisors, Managers, Professional Conversion for PMETs (midcareer job seekers)

Course Duration

16 Hours (14.5 Hours Training, 1.5 Hours Assessment)

Trainer to Learner Ratio: 1: 20

Mode of Delivery: Classroom

Attendance Requirement

Minimum attendance requirement: 75%
 All learners are strongly encouraged to have full attendance for all sessions unless there are unforeseen circumstances, E.g. due to medical reasons where documentary proof can be provided

Course Fee

Singapore Citizen/ Permanent Resident of Singapore: \$500.00 (Before subsidy and GST)
 Non Singapore Citizen: \$500.00 (Before GST)

Payment Mode

- Learners can make use of any of the following payment mode:
- Cash
 - Cheque
 - PayNow
 - Skillsfuture Credit (if applicable)

Certification

Upon successful completion of the course and passing all assessments, participant will be awarded with a Statement of Attainment (SOA) by SSG.

Venue

141 Cecil Street, #03-01, Tung Ann Association Building, Singapore 069541.

Other Information: Registration will close 2 weeks before the course commencement date or when class is full.

Group Category	Funding Support
Singaporean citizens and permanent residents (Self-sponsored individuals must be at least 21 years old)	Up to 50% of course fees
Singaporean citizens aged 40 years old and above	Up to 70% of course fees
SMEs	Up to 70% of course fees
Refund Policy	Refund
Withdrawal notification received at least 14 calendar days before course commencement	75% refund of paid fees
Withdrawal notification received less than 14 calendar days from the course commencement OR upon course commencement	No refund of paid fees



SUPERVISE, MOTIVATE AND EMPOWER STAFF