



ADVANCED SUPERVISORY SKILLS FOR PROFESSIONALS

COURSE OVERVIEW

The training is a one-day discussion of the application of supervisory concepts, principles, and processes on the operations of organizations. It provides practical instructions and guidelines on how the supervisory function is performed in organizations.

LEARNING OUTCOMES:

1. Explain how supervisors manage the various areas of operations of organizations.
2. Discuss the issues and challenges that confront supervisors as they perform their roles and responsibilities.

COURSE OUTLINE:

- I. Refresher on Basic Supervisory Management
 - What is Supervisory Management?
 - Twin Supervisory Functions
 - Supervisory Roles
 - Supervisory Competencies
- II. Operations Management
 - Systems Framework
 - Value Chain
 - Business Process Management
 - Areas of Practice

- III. Task Assignment
- IV. Work Scheduling
- V. Productivity & Performance Management
- VI. Coaching, Mentoring & Counseling
- VII. Resource Management including Technology
- VIII. Project Management
- IX. Quality Assurance
- X. Continuous & Discontinuous Improvement
- XI. Work Culture & Climate
- XII. Professionalism, Work Values & Ethics
- XIII. Time & Stress Management
- XIV. Workshop

SEMINAR FEE: Pay in full 5 days before the seminar and avail our early bird rate of **Php 2,700 per head (Regular rate: Php 3,000 per head)** which will comprise meals during the training, handouts and all necessary materials. We are also offering in-house training and seminars depending on the need of the companies.

TERMS ON PAYMENT:

- Pay in full 5 days before the seminar and avail our early bird rate of Php 2,700.00 only.
- Payments on the day of the seminar must be on cash basis only.
- Payments made through Checks can only be made through company checks. Personal checks can be accepted provided that it is an advance payment.
- Walk in participants shall pay the regular rate either through cash or check provided that the check is under a BDO account and payable to iLearn professional Solutions Inc. and that the same was declared good.
- Senior /students and/or person with disability, is given a special privilege of 20% discount provided that payment be made any time before 5 days of the scheduled seminar. On site payment of the students and seniors shall be entitled of 10% discount.
- Upon payment, proof must be forwarded through email or fax to 4842342.
- Proof of payments (original deposit slip) shall be required for presentation on the day of the schedule.

For further information, you may visit our website at www.ilearnph.com. You may also directly call us at 09395581888 or 09156406325 or through our office landline number 02-2557593 / 02-4841904 / 3704792. You may also visit our company office at #2563 LemeryStreet, Malate Manila. Or send us an email through admin@ilearnph.com

Allow us to be part of your improvement and success.

Improve, excel and succeed through **i-LEARN PROFESSIONAL SOLUTIONS INC.!!!**