

Supervisory Management Training

Duration
3 Days (24 hours)

Target Audience

- Supervisor
- Manager

Methodology

- Classroom
- Game/activity
- Discussion
- Experience sharing

Certificate Awarded

- A Jardine Aviation Academy certificate is awarded upon successful completion of the course

Staff are promoted to be Supervisors because they performed well in their previous non-supervisory positions which means that they were good “doers”.

To most newly promoted Supervisors, skills used to supervise others are not what they are good at or they have never been taught before. As a result, these supervisors have to find their own ways to deal with all problems they encounter when managing subordinates or they just learn from others which may not be the best practices. In case there are mistakes made due to the imperfect practices, it may bring costly outcome, for examples bad staff performance, low morale, high turnover rate and customer discontent at the end.

Objectives

Upon completion of the course, participants will:

- Be equipped with the basic skills to manage their staff by showing
- different types of leadership styles
- Be equipped with tools to identify and measure staff performance
- Learn methods to deal with staff with different performance

Course Outline

- Roles of Supervisors
 - Business Triangle
 - Competencies required in various levels of management
 - Do Right things Right
- Leadership
 - Understand different styles of leadership
 - Determine the quality of staff at work
 - Match of styles of leadership and maturity
 - Skills required in different leadership styles
 - Positive behaviors
- Managing staff
 - Define staff performance
 - Understand attitudes and abilities
 - Motivation
 - Give recognition
 - Take disciplinary actions



Jardine Aviation Services

Jardine Aviation Academy

4/F CNAC House

12 Tung Fai Road

Hong Kong International Airport

Tel: +852 2216 2433

Email: academy@jasg.com

Website: www.jasg.com

LinkedIn, Facebook & Twitter: Jardine Aviation Academy

课程期间
3天(24小时)

课程对象
• 督导员
• 管理人员

教学方式
• 课堂培训
• 活动/ 游戏
• 讨论
• 习作
• 分享经验

获颁证书
学员顺利完成课程后，
将获颁怡中航空培训学
院培训证书

对新晋升为基层管理人员而言，管理下属非他们的专长，课程提供系统化管理培训，提升学员管理技巧和专业知识，认识管理下属的方法，学习培养和带领高效团队。

培训目标

学员完成课程后将能：

- 运用多种领导才能及具备管理下属的基本技巧
- 对下属表现给予指导及反馈
- 有效采用不同方法处理激励下属

课程内容

- 基层管理角色
 - 商业三角模式 (Business Triangle)
 - 不同层次需要的管理能力
 - 于适当时间做适当的事
- 领导才能
 - 认识各种不同风格的领导才能
 - 辨识员工素质
 - 按个人情况配合领导风格
 - 不同领导风格所需的技巧
 - 正面行为
- 管理员工
 - 评估员工表现
 - 了解员工的态度和能力
 - 推动员工
 - 认同员工的表现
 - 采取纪律行动



Jardine Aviation Services
怡中航空服務

怡中航空培训学院

香港国际机场

东辉路12号

中航大厦4楼

电话: +852 2216 2433

电邮: academy@jasg.com

官网: www.jasg.com

LinkedIn, Facebook & Twitter: Jardine Aviation Academy