



Supervising and Managing People

Malta Institute of Management

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1.0 Supervising and Managing People

Target Participants: Front Line Managers, Team in Charge Officers, Team Leaders Co-ordinators etc...

Duration: This Programme is split into 8 Units of 8 hours each totalling 64 hours of training.

1.1 Module 1: Establishing Credibility

This Managers starts by looking at how participants can analyse their own role and performance as supervisors and shows them how to establish credibility amongst their colleagues. This requires self confidence and this module will address at ways how to build it. This module will also address the challenges faced by a supervisor in managing colleagues.

Programme:-

- The Supervisor as a Bridge
- Building Self Confidence
- Leading by Example
- Your Role in the Organisation
- Valuing Your Staff
- Recognising stress in ourselves

Tutor: Mr. Sascha Sammut *

Sascha Sammut joined the Sales & Marketing team of the Grand Hotel Excelsior in February 2008 as a Corporate Sales Executive. Right from the start it was very clear that Mr. Sammut was to be an instrumental member of the team and within a short period of time he was very deservingly promoted to Corporate Sales Manager. A year later, he was once again promoted to Corporate and Events Sales Manager. At the young age of 27, Mr. Sammut is extremely mature and professional, as well as very successful in his role. They say proof is in the pudding

– Mr. Sammut was the person behind the King of Spain’s residence at the hotel, as well as the recent German Delegation visit to Malta that included the German Chancellor Angela Merkel. He graduated with a Higher National Diploma awarded by the London Chamber of Commerce where he studied Sales and Marketing Management. Mr. Sammut is extremely self-motivated and insists that it is within everyone’s capacity to succeed. It is a combination of believing in oneself and having the determination to make it happen. Mr. Sammut is an approved lecturer at MIM.

1.2 Module 2: Getting the Best from Team Members

Today's fast-moving business environment demands that effective supervisors be both well-organised administrators and highly adept in understanding people's basic needs and behaviour in the workplace. This module will help participants master the fundamentals of successful supervisory techniques that will enable them to get the best out of the people who work for them. It will also demonstrate how, by identifying and avoiding common problems, participants can turn potential failure into success for their organisation.

Programme:-

- Effective Delegation
- Avoiding Reverse Delegation
- Writing a Performance Review
- Nurturing Talent through Coaching

Tutor: Mr. Nathan Farrugia *

Nathan Farrugia is an MBA graduate from a leading international business school, specialising in strategic management. He has a first degree in Health Science and regularly contributes to business journals, university publications, articles and training programmes on leadership and management. In his capacity as CEO and a Trustee of Inspire, Malta's leading non-profit provider of educational, therapeutic recreational and services, he has developed a number of entrepreneurial projects that have helped pave the way for the organisation to become a prime mover in improving the quality of life of disabled persons in Malta. Through his private business (Charity / Works), he is extending that leadership and knowledge to other non-profits with the aims of raising the overall leadership and management quality of the Third Sector in Malta. Mr. Farrugia is also active in supporting UK and International NGOs with capacity building and project work. Mr. Farrugia is an approved lecturer at MIM.

1.3 Module 3: Special Skills of Effective Supervisors

Excellence in today's highly competitive workplace demands more than a thorough knowledge of one's specialist field. People skills, such as the ability to inspire others, fosters a sense of cooperation. Equally vital is the mastery of a range of practical skills – from effective analytical skills to time management – and a confident, determined attitude towards one's career. A balanced mix of all these elements is what differentiates a competent supervisor from an outstanding one.

Programme:-

- Running Better Meetings
- Juggling Multiple Priorities
- When Employees Discuss Sensitive Matters
- Being Assertive
- Time Management

Tutor: Mr. Bradley Dingli *

Bradley Dingli obtained a Higher Diploma in Hotel Management from the Institute of Tourism Studies in Malta followed by a BA (Hons.) degree in Tourism Studies from the University of Malta. Mr. Dingli is highly skilled within the Hospitality Industry mainly in Hotel Operations with a proven track record in a number of areas including Food & Beverage Operations, Events Organisation, Sales, Marketing and Accounts. With more than 13 years of combined experiences within the hospitality industry, he has developed the necessary skills that are particularly effective in managing and training people, increasing revenue, reducing costs, developing processes / standards / systems and last but not least, satisfying customers and stakeholders. In addition to the above he has worked in diverse companies that have enabled him to develop revenue streams from scratch with restricted funds for a charity or develop one of the largest food & beverage operations for a high end five-star property. He has always strived to work in teams or build teams that are dynamic and believes that through great leadership, effective strategy and a sense for quality, long-term success is achieved. Mr. Dingli is an approved lecturer at MIM.

1.4 Module 4: Effective Feedback

The art of getting the message across effectively is a vital part of being a successful supervisor. This Module will help participants improve their communication skills. From understanding body language to writing short reports– all the key aspects of business communication will be clearly explained.

Programme:-

- Giving Effective Feedback
- Using Praise to Get results
- Trimming the Power of the Grapevine
- Understanding Body Language
- Writing e-mails and compiling short reports

Tutor: Mr. Andrea Agius *

Andrea Agius, is a BA Honours graduate in Tourism Studies from the University of Malta. His studies included an internship at one of the world's most prestigious resorts: Gleneagles Hotel in Scotland. Mr. Agius's experience focused on the hospitality industry where he occupied positions from operational to management. In 2004, Mr. Agius joined Chef's Choice as a Customer Relations Executive and later promoted to Sales Manager. In 2006 he joined Nectar Group of Companies as Quality Manager taking care of the ISO9001 requirements adopted by the Group. A year later Mr. Agius was given the responsibility to lead one of the sales teams within the Group in preparation for the post that he currently occupies since 2008, that is Group Sales and Marketing Manager. This role sees Mr. Agius in charge of developing marketing strategies and leading a sales team of more than 35 people responsible for the distribution of Nectar Group's products in leading outlets all over Malta and Gozo. Today Mr. Agius is reading for a M.Sc. in Strategic Innovation and Future Creation offered by the University of Malta in collaboration with the University of Potsdam, University of Teesside and Turku School of Economics. Mr. Agius is an approved lecturer at MIM.

1.5 Module 5: Team Management

This module explores how supervisors can best lead, facilitate and empower high performance work teams in their organisation. Skills for team planning, team motivating and energising, managing performance and developing team members are developed in this practical workshop.

Programme:-

- Building Team Spirit
- Maintaining Output with Minimal Staff
- Reducing Turnover and Absenteeism
- Motivation as a Daily Part of the Job
- Managing Meetings
- Implementing Projects through Teams

Tutor: Ms. Anita Attard *

Anita Attard has over 10 years' experience in Senior Management with an extensive background in the following core activities: Customer Service, Quality and Environmental Systems, Human Resources, Training, Safety, Operations and Public Relations. Ms. Attard has developed and implemented a variety of business programmes, including those that must comply with corporate and international guidelines and has led various developments and implementations of Business Process re-engineering. In addition, she has an excellent experience in drafting policies and procedures and is experienced in drafting and delivering high profile presentations. She is currently the Business Development Director of AG Design one of Malta's leaders in the field of interior design and project management. Ms. Attard is an approved lecturer at MIM.

1.6 Module 6: Motivation and Development

Organisations depend on their employees to achieve their goals. They must be adept and well-motivated to cope with the demands of a business environment that requires ever-changing skills and knowledge. This Module will help participants how to motivate and develop their team mates in delivering the planned goals and targets effectively.

Programme:-

- The Advantages of Mentoring
- Fighting burnout
- Reducing Stress levels
- Problem Solving

Tutor: Ms. Nataline Mifsud *

Nataline Mifsud is an occupational psychologist by profession and currently employed as Senior Manager for Training, Development and HR Strategy at GO plc. Ms. Mifsud has previous managerial experience with various companies within sectors such as the international prepaid card industry to local NGO's running specialised disability services for the intellectually disabled. Her experience covers a wide range of learning environments, having developed, delivered and evaluated training programmes pertaining to brand management, team building and product management, among others; to teaching individuals with special learning requirements. Her educational background consists of a Bachelor of Psychology (Hons) from the University of Malta and a Masters of Science in Occupational and Organizational Psychology from Birkbeck College, London. She is also a graduate member of the British Psychological Society. Ms. Mifsud is an approved lecturer at MIM.

1.7 Module 7: Effective Discipline

As a supervisor one of the main challenges is how to maintain discipline amongst members of a team especially if the supervisor was himself/herself part of the team before. This module will provide tips to participants about how to handle difficult situations which may compromise the outcome of a team.

Programme:-

- Handling Rebelious or Negative Employees
- When an Employee is Caught in a Lie
- Taming the Bully
- Managing Workplace Anger
- Resolving Conflicts Effectively

Tutor: Mr. Albert Debono *

Albert Debono is a certified accountant by profession and occupied various positions in both public and private organisations. In 2006 Mr. Debono was appointed CEO at the Public Broadcasting Services and has lately joined Transport Malta as Chief Corporate Services. Mr. Debono is an approved lecturer at MIM.

1.8 Module 8: Effective Leadership

Good leaders have always been expected to be able to solve new problems, capitalise on new opportunities and navigate through the ever-changing landscape of business. Leadership is a complex process by which the leader influences others to perform and achieve. The leadership attributes – belief, values, ethics, character, knowledge, and skills – are all traits, which can be learned. This module provides the practical basis for understanding what leadership is and what leaders do to be successful.

Programme

- Empowering Your Employees
- Effective Decision Making
- Making and Meeting Deadlines
- Creative Problem Solving
- Managing Necessary Change

Tutor: Dr. Joseph Azzopardi *

Joseph Azzopardi received his Bachelor degree in Public Administration from the University of Malta in 1984. He graduated Master of Science in Human Resource Development, University of Manchester, UK, in 1994 and Doctor of Philosophy in Development Management and Administration, University of Manchester, UK, in 2003. He joined the University of Malta as full-time lecturer in Human Resource Management and Development in September 2003. He also teaches Qualitative Research methods at both undergraduate and postgraduate levels. His research interests include all aspects of Human Resource Management and Development with special focus on small enterprise and the EU, Adult Learning, Action Learning and Action Research, business and community development, organisational learning and knowledge management. Dr Azzopardi is today Senior Lecturer and Head of the Department of Management at the University of Malta. Dr Azzopardi is also an approved MIM trainer and will facilitate proposed lecture addressing The EU and incentives for economic growth.

2.0 Learning Methods

These proposed programmes are highly interactive and participative courses that are based on presentation of concepts, application of concepts to everyday situations, reflection on relevance to personal reality, discussion and personal assessment. They will be presented as “experientially” as possible so the “learning” will occur not only because of the tutor’s expertise, but also from the experience and knowledge of each participant. The courses include audio-visual presentations as well as role playing which will show the way similar situations are to be handled. The participants are encouraged to present their own experiences on the subject to stimulate discussion amongst the group and prove to be a learning experience.

MIM can also offer a hybrid approach to the programmes which entails part of the programmes being delivered through our e-learning platform. This online learning platform involves training in business related subjects being delivered electronically through the internet. The participant will access the on-line training programmes using a dedicated password and will accordingly have access to audio visual presentations (including videos) featuring a lecturer/trainer delivering the programme and related supporting documents including notes, power point presentation, frequently asked questions, and other reading material.

Fees hereunder involve only class based sessions, while online sessions may be discussed upon request.

3.0 Theory & Practice

Our MIM approved tutors have extensive knowledge in the subject being delivered and combine theory and practice to each unit by highlighting practical case studies. MIM tutors are selected due to their academic and **practical experience** in the related subjects. Tutors for the above programmes will be selected at a later stage in consultation with the client to ensure that the experience background of the selected ones reflect the specific requirements of the client.

4.0 Accreditation

The above programmes will be accredited and recognised by the Malta Institute of Management, which is also member of the European Management Association.

In accordance to the Malta Qualifications Recognition Information Centre (MQRIC), in order to obtain accreditation for a Certificate Level (NQF Level 4) the duration of the course must be a minimum of 210 hours in total. The proposed programmes reflect a short course time period however should the client require level 4 of NQF accreditation we can provide a more detailed programme, consisting of an additional 130 hours. This entails an extra cost (conditions apply).

5.0 Training Venue

The fees quoted hereunder are subject to the training being delivered at the clients' premises. The training room must include training facilities (such as white board / flip chart, projector etc.). Should participants require the training to be delivered at alternative training premises, additional costs will apply.

6.0 Fees

Supervising and Managing People for Front Liners

Charge per Class Intake: **Euro 6,000** excluding VAT

7.0 Funding Opportunities

MIM will assist the client in applying for EU funding opportunities available through the ETC Training Aid Framework were applicable.

8.0 Teambuilding Workshop

Should MIM be asked to deliver one of these programmes being, *Management and Leadership Programme & Supervising and Managing People for Front Liners*, the MIM will offer for free 1 session of the workshop:- **None of Us is as Good as all of Us** for each class. The aim of this workshop is to bring together the subjects addressed during the whole training programme through discussions spearhead by a select of management practioners from different industries. The participants will quickly be geared to the subject by showing them the management film 'Everest'. Climbing Mount Everest is hard. Climbing Mount Everest blind is impossible. Or at least that's what they told Erik Weihenmayer. This incredible true story follows Erik's quest to reach the summit of the tallest peak in the world - and the amazing team that made it possible. Indeed, Erik Weihenmayer has never believed in limitations - even though he is blind. And he's good at questioning other people's perceptions of his abilities. That's why it was easy to ignore the ones who said he was crazy to pursue his dream of climbing Mount Everest. Erik knew that he couldn't do it alone. And here's the key - he never wanted to. He knew that his vision could only be achieved through the power of teamwork. Remarkable, yet unfathomable, 'Everest' will trigger the values of team spirit and accordingly will encourage participants to strive to reach higher performance goals. Unlike any other training film, Erik's journey vividly illustrates the weight and significance of teamwork and leadership at a most crucial time. This part of the workshop will aim to achieve the following goals:

- Illustrates the power of vision
- Demonstrates true teamwork
- Strengthens leadership skills

Following the film, the key characteristics for successful teams are identified and discussed. This approach will challenge the participants' ability to work together in an effective and ethical manner. It will challenge them to keep the team focused on their purpose and yet work towards specific goals. The workshop will be monitored by an experienced facilitator who will also facilitate a discussion of each section of the course to help team members identify the learning which will be relevant to their personal and the team's development. This workshop will result in some unusual learning as well as identifying useful and practical ways which the participants can continue to work on building closer working relationships.

*Tutors are proposed tutors to be confirmed according to client requirements.