



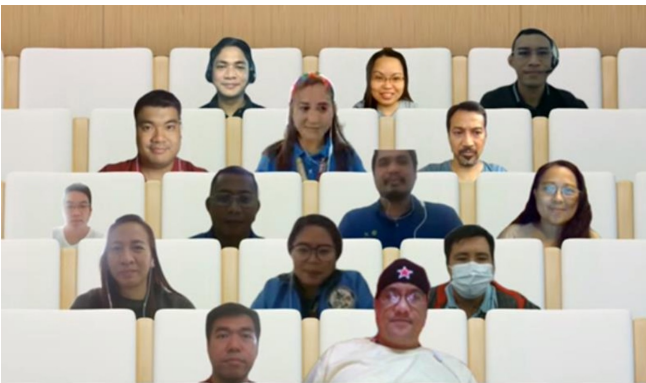
About Us

Insights Manila (registered as Insights MLA Business Solutions) is a training services company based in Makati. The company believes that the country's workforce requires ample training that is effective and insightful, yet affordable.

The consultants of Insights Manila are experienced professionals who had executed the courses several times for different companies under various training institutions.

Insights Manila mostly offers exclusive training for companies. The courses are customized to meet specific training needs. The company also offers public classes where individuals can enroll, and one-on-one training for people who wish focused training. Other than training, the company also accepts Excel automation projects and course development projects.

With Insights Manila, you are directly dealing with the consultants- no intermediary parties who just add costs to the training delivery.



• Other courses offered:

- Basic MS Excel Training
- Advanced MS Excel Training
- Macros and VBA Programming
- Advanced MS Word Training
- Advanced MS PowerPoint Training
- Basic MS Access Training
- Google Sheets Training
- LibreOffice Training

- Essential Supervisor Training
- Essential Manager Skills
- Assertiveness Workshop
- Root Cause Analysis
- Business Writing
- English in the Workplace
- Presentation Skills Training

- Sales Skills Training
- Customer Service Training
- 5S Implementation in the Workplace
- Train-the-Trainer Workshop
- Courseware Development and Instructional Design
- Call Center Workforce Management
- Call Center Representatives Foundation Skills

Just some of our Clients:



We are located at 7F Finman Centre, 131 Tordesillas St., Salcedo Village, Makati

Outline

Essential Supervisor Skills Training



This workshop aims to enhance the skills of leaders towards leading their team. It provides tips on the major task any leader should possess nowadays: coaching their people. The coaching technique extends towards handling performance and common behavioral issues. It highlights the importance of managing using quantifiable measures in order to achieve objective coaching. The workshop also includes tips on effectively conducting team meetings.

- **Introduction to Supervision**
 - Defining the Supervisor
 - Supervisor Functions
 - Common Problems of a Supervisor
 - From Friend to Leader
 - Leading Virtually
 - Balancing the Management and Your Team
 - Rolling out Sanctions
- **The Essence of Leadership: Coaching People**
 - The Skill- Will Matrix and Types of Coaching
 - Instructing Type: Giving Instructions Appropriately
 - Encouraging Type: Introduction to Motivation
 - Empowering Type: Turning Good People to Better
 - Helping Type: Balancing Employee Needs and Company Interests
 - Coaching Techniques and Formats
 - Proper Goal Setting
 - Goal Setting and Motivation
 - Creating SMART Action Plan
- **Managing by the Metrics**
 - Conducting Performance Evaluations
 - Using Metrics to Improve Performance
- **Handling Difficult Behaviors**
 - Difficult Behaviors Overview
 - Managing Difficult Behaviors
 - The Whiner
 - The Grenade
 - The Wallflower/ Shy- Type
 - The Know-It-All
 - The Think-They-Know-It-All
- **Conducting Team Meetings**
 - Conducting Team Meetings Correctly
 - Pitfalls when Conducting Team Meetings

Free Customization of Topics

8 hrs total training time