

**Register 3 or more participants and enjoy 5% discount**

**Why You Should Attend This Course:**

One of the most important skills that any one in a supervisory role needs in his organisation is undoubtedly motivation. Time & time again we see technically gifted person (but one who lacks motivational skills) being promoted to handle a group of subordinates only to see himself or herself - at best - heading the direction of mediocre success, if not total failure. Why? Does he know what his subordinates want? What are exciting to the subordinates?

This course aims to help supervisors achieve a level of success through understanding the power of motivation. Companies with lots of motivated people as a result of good supervisory personnel are the ones to have the opportunity to become more competitive.

**Learning Outcome:**

At the end of this course, YOU will be able to achieve the following:

- Understand the concept of motivation as a basis for enhancing performance in a group
- Learn the skills in the analysis of human interaction
- Know how to focus on performance of subordinates
- Gain insight to some powerful motivational theories and selectively apply them on the job
- Know that sometimes it's you who causes the problem & how to prevent it

**Course Outline:**

1. Introduction and Definition
2. What do our subordinates want?
3. What do you want?
4. Your view on others can make or break an effort
5. Gaps in expectations
6. How do you align organisational and personal goals?
7. Why the need for Motivation?
8. Some fundamentals about Motivation
9. Maslow & Herzberg practicalised
10. Vroom practicalised
11. Skinner practicalised
12. A close look at Performance Matrix
13. What kind of supervisory staff are you?
  - Authoritarian?
  - Country Club?

- Team Leader?
  - Impoverished?
14. PAC Analysis as a tool – Transactional Analysis

**Who Can Benefit?**

This course is prepared for supervisors, leaders, managers and anyone who has subordinates or needs to work with other team members.

**Trainer's Profile**

**Andrew Cheah** started his consultancy and training experience in 1991 as a management consultant attached with a US based consultancy firm. He has extensive consulting experience in Indonesia, Thailand and Malaysia, specialising in the areas of productivity improvement, cost savings, behavioral change survey and training. His clients come from diverse industries such as Electronics & Electrical, Steel Mill, Food Processing, Garment & Knitting, Furniture, Fertilizer, and Yarn/Thread. His last position was the Vice President of Operations before joining the manufacturing fraternity as Head of Department with multiple responsibilities in the areas of Training, Facility, Industrial Engineering, Productivity, and Safety. Under his leadership, the company won the National Productivity Award in 1999 organised by the National Productivity Corporation (NPC). He became the General Manager for an organisation listed on the main board in Bursa Malaysia before setting up his own management consultancy practice.

He now partners with the Singapore Manufacturers' Federation (SMA), the Federation of Malaysian Manufacturers (FMM), Chartered Institute of Management Accountants (CIMA), and the Malaysian Employers' Federation (MEF) to deliver training courses on numerous topics relating to both hard and soft skill subjects.

Andrew has an MBA degree qualification with the University of Portsmouth, UK. His experience in international consultancy has also earned him a membership with the Association of Productivity Specialist (New York), in addition to being a qualified ISO 9000 assessor.

**Date:** 4 & 5 Aug 2008  
5 & 6 Nov 2008  
**Time:** 9.00am – 5.00pm  
**Venue:** 99B Amoy Street  
**Course Fee:**

- S\$780.00
- Excludes GST
- Lunch and refreshments will be provided
- MIS Members enjoy 10% discount

**FOR LEARNING AND DEVELOPMENT CONSULTANCY AND PROGRAMME SERVICE ENQUIRIES:**

# REGISTRATION FORM



## EXECUTIVE DEVELOPMENT PROGRAMMES

Register online at [www.mis.org.sg](http://www.mis.org.sg) or fax form to 6327 9741

Register for **3 participants**  
or more and enjoy  
**5% discount!**

### Motivational Skills For Supervisors

4 & 5 August 2008     5 & 6 November 2008    9.00am to 5.00pm each day  
S\$780 (subject to prevailing GST charges) Includes lunch and refreshments

Participant(s) Name	Designation	E-mail	Contact No.	Fee
1)				
2)				
3)				
4)				
5)				
Sub-Total				
GST				
Total Amount Payable (including GST)				
Company:				
<input type="checkbox"/> Member (MIS Membership No):		<input type="checkbox"/> Non-Member		
Address:				
Contact Person:	Designation:			
Tel:	Fax:			
E-mail:				

### Administrative Details

#### Registration & Payment

A place will be reserved for you upon receipt of your registration. A confirmation will be sent to you via email 2 weeks before course commencement. Please send your payment to us when you receive our invoice. All cheques should be crossed and made payable to "Marketing Institute of Singapore Training Centre" with the invoice no. indicated at the back of the cheque.

#### Marketing Institute Members' Discount

Corporate and Individual Members of the Marketing Institute will be entitled to a 10% discount on all Executive Development Programmes. For membership enquiries, please email: [membership@mis.org.sg](mailto:membership@mis.org.sg)

#### Group Discount

Companies will be entitled to a 5% discount for sending a group of 3 or more participants to the same course on the same date.

#### Course Venue

All public learning courses will be held at 99B Amoy Street, Singapore 069919 unless otherwise stated.

#### Withdrawals

There will be no cancellation fee if notice of withdrawal is given 14 days before commencement of course, after which a cancellation fee of 25% of the course fee will be levied. The full fee will be charged for withdrawal or no-show on the course commencement date. Replacements from the same company are allowed.

#### Cancellation

Marketing Institute of Singapore Training Centre reserves the right to change or cancel the training course due to unforeseen circumstances.

#### Custom-Design Training Courses

Courses can also be custom-designed to match your department or organisation's specific training requirements. Please contact us for further enquiries. Email: [seminars@mis.org.sg](mailto:seminars@mis.org.sg) or call 6327 7582/83.

### FOR LEARNING AND DEVELOPMENT CONSULTANCY AND PROGRAMME SERVICE ENQUIRIES:

Web: [www.mis.org.sg](http://www.mis.org.sg)

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