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SUPPORT TEAM

Based on Singapore Workforce Development Agency
LEADERSHIP & PEOPLE MANAGEMENT (LPM)
Singapore Workforce Skills Qualifications

SUPPORT TEAM

What makes individual contributors buckle under the challenge of a leadership role after their promotion? Not knowing the critical skills of leading and supporting a team, many leaders get disillusioned when they fail to drive home the same type of results they were able to achieve as an individual.

Each team player is a unique individual, and at different stages of their career, different levels of support and motivation are required. A leader who has mastered the skill to support and motivate his or her team while adapting to such differences would be able to propel team performance.

This course equips team leaders with the knowledge and skills to demonstrate organizational leadership and to build commitment and support within teams. It emphasizes the importance of effective team planning processes to maximize the potential achievement.



Topics

- ?? Overview
 - Team Myths
 - Define High Performing Teams
 - Create An ACE Team
- ?? Alignment
 - Building A Sense Of Purpose
 - Vision-Crafting
 - Communicate Team Values
- ?? Commitment
 - Building Commitment & Trust
 - Rules of Engagement
 - Different Strokes for Different Folks
 - Empowerment and Ownership
- ?? Excellence
 - Achieve Excellence In Team Planning
 - Leading an ACE Team

Learning Outcomes

At the end of the course, participants shall be able to demonstrate the following:

- Demonstrate Organizational Values
- Build Support & Commitment Within Team
- Lead Team Planning Activities

Methodology

Case studies, role-play, discussions, simulation and presentation.

Certification

Upon successful completion of assessment, participants will be awarded with 1 Statement of Attainment (SOA) from the Singapore Workforce Development Agency, namely 1) Support Team

Target Audience

Managers, team leaders and supervisors who lead and support a team to drive performance.

Duration/Time

2 days/20hrs

8.30am to 7.30pm

Course Fee

\$780 per participant

Company sponsored Singaporeans and Singapore Permanent Residents are eligible for the following:

Course Fee Funding

Absenteeism Payroll

COURSE FEE	COURSE FEE SUBSIDY	NETT COURSE FEES
\$780	\$297.45	\$482.55

ABSENTEEISM PAYROLL	NETT COST TO EMPLOYER
\$89.23	\$393.32

MAR 20-21 (Registration Deadline: 06 Mar 2012)	JUN 19-20 (Registration Deadline: 05 Jun 2012)	SEP 18-19 (Registration Deadline: 04 Sep 2012)
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TO REGISTER OR FOR MORE INFORMATION



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Facilitator:

Ms Nurhana Jamaludin has 23 years of combined experience in HR, Training and Operations.

She worked with Dairy Farm Group since 1999 and her last position was Human Capital Manager for Giant and Shop n Save, which has a total of 2500 employees. In 2000, she started the HR Department and played a major role in the opening of all 8 Giant stores and more recently, the acquisition of 8 mini-markets operating under the name MCP.

Whilst in Dairy Farm, her contribution helped the company to win prestigious awards such as the People Excellence Award, Lifelong Learning Award and SHRI Awards. She was a finalist for Best HR Manager in 2008 for Human Resource Magazine.

Prior to joining Dairy Farm, she was a consultant to Café Laurent in Taiwan where she developed the training manual for the entire café operations, tapping on her 11 years experience in Delifrance. She was exposed extensively to operations and training in Delifrance where she was part of the opening teams for first store opened in Australia and Malaysia and locally for new concept start-ups such as the first in-store bakery in Cold Storage Centrepoint, first bake-off in Esso and first sidewalk café at Scott's Shopping Centre. She completed her Advanced Certificate in Training and Assessment.

BOOTSTRAP COURSE REGISTRATION FORM

PART A: COURSE INFORMATION

Course Title: _____ Course Date: _____

PART B: PARTICIPANT'S INFORMATION

*Delete accordingly

Name (as in NRIC) Dr/Mr/Mrs/Ms: _____ Gender: M/F

NRIC (Pink/Blue)*/ FIN No/ Passport No*: _____ Nationality*:Singaporean/PR/Others(for PR/Others, Please Specify)_____

Date of Birth: ____/____/____ Race: Chinese/ Malay/ Indian/ Eurasian/ Others *(Please specify)_____

Designation: _____ Highest Education: _____

Handphone: _____ Email: _____

Dietary Preference: (Nil, Vegetarian, Halal) *Please delete Accordingly Special Needs: _____

PART C: COMPANY INFORMATION/ EMPLOYMENT DETAILS

*Complete all fields

Name of Authorized Representative: _____ Designation: _____

Name of Company: _____

Invoicing Address: _____ Postal Code: _____

Contact No: _____ (Fax) _____ (Email) _____

REGISTRATION

Please send completed registration form to jasmine.ang@bootstrap.com.sg or mail to: 65 Ubi Ave 1 #03-00 OSIM Headquarters Singapore 408939. For any registration queries, please contact BOOTSTRAP at +65 65920045 or email us at info@bootstrap.com.sg

PART D: PAYMENT

Cheque must be crossed and made payable to: "BOOTSTRAP Pte Ltd"

Bank/Cheque No: _____ Date: _____ Total Amount: _____

Confirmation of enrolment for any unit will only be made upon receipt of the full payment of the course fee and original application form, subject to seat availability. A confirmation email will be sent to you at least 3 working days before course commencement.

CANCELLATION POLICY

If cancellation of a booking is more than 30 days before course start date, 100% of course fee will be refunded. If cancellation is between 15-30 days before course start date, 50% of course fee will be refunded. If cancellation is done less than 15 days from course start date, there will be no refund. All cancellation, withdrawal or rescheduling of a confirmed booking must be made at least 10 working days before course commencement.

BOOTSTRAP Pte Ltd reserves the right to cancel a course, change dates, time, venue, trainers and fees of the course due to unforeseen circumstances beyond its control. If a course is cancelled, BOOTSTRAP Pte Ltd will advise you accordingly and a full refund of course fees will be paid. A notification email will be sent to you at least 3 working days before course commencement.

PART E: APPLICANT DECLARATION

I declare all the information given by me in this application is true and correct and I understand that misrepresentation or omission is sufficient grounds for rejection of my application or withdrawal of any place offered, and that this withdrawal may take place at any stage during the course I undertake. I understand and accept the terms and conditions, rules and regulations of the program set by BOOTSTRAP.

Signature of Applicant and Date

BOOTSTRAP
The Growth Catalyst

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