

## Supervise Teams at Work (Blended) MF-COM-303C-1

Code: STW

Duration: 24 Hours

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### Synopsis:

This module is developed to enable learners to acquire knowledge and skills in supervising teams at work. It is a systematic approach that workers can use to make incremental and breakthrough improvements in processes that produce products and services for customers.

### Course Objective:

On completion of this module, learners will be able to participate and supervise work teams and be able to put it into practice at their workplaces.

### Course Outline:

The knowledge and skills covered in this module include:

#### Skills:

- Form work teams
- Lead workplace team activities
- Maintain team performance

#### Knowledge:

- Organisational goals, objectives and strategic plans
- Work allocation and delegation limits for the team
- Team goal setting techniques
- Group cycle
- Knowledge of cross-cultural environment
- Team goal setting techniques
- Team leadership tools and practices
- General motivation tools suitable for team building and development
- Conflict management techniques
- General communication tools applicable to a team setting
- Sound communication tools suitable for team building
- General feedback and negotiation skills suitable for a team setting
- General communication cultures, languages and barriers in a team setting

### For Whom:

Suitable for Line or Team Leaders, Technicians, Supervisors and Engineers.

**Entry Requirements:**

Participants are assumed to:

- Have completed 'O' Level or equivalent; or
- Have the ability of:
  - Basic knowledge of the Singapore Workplace Safety and Health requirements;
  - Follow written and oral work instructions;
  - Listen, read and write English at a proficiency level equivalent to the Employability Skills System (ESS) level 5;
  - Manipulate numbers at a proficiency level equivalent to Employability Skills System (ESS) level 5.

**Training Medium:**

This module is conducted in English.

**Training Methodology:**

This module is delivered through e-learning, lectures, group activities and demonstration.

**Essential Requirement:**

Participants are required to bring their personal laptop for the work assignment.

**Assessment Methodology:**

The assessment is conducted through oral/written assessment, work assignment and presentation.

**Certification:**

An individual who completes a module will be awarded a Statement of Attainment (SOA). If an individual completes the required number of modules at the various levels, he/she will be awarded a WSQ Qualification / WSQ Certificate.

WSQ Qualification:

### WSQ Advanced Certificate in Generic Manufacturing Skills

Supervise Teams at Work  
Supervise Work Improvement Processes  
Supervise Quality Procedures  
Implement Good Documentation Practices  
Apply Basic Engineering Mathematics at Work

#### INTEGRATION

Any 2 electives:  
Perform BASIC Programming  
Interface on Electronic Devices

Perform Computer Aided PCB  
Designing

Apply Electronic Circuits  
Diagnostic Skills

#### AUTOMATION

Perform PLC Programming

Apply Control Circuits  
Diagnostic Skills

WSQ Certificate:

### WSQ Certified Operations Professional (COP)

Supervise Teams at Work

Supervise Quality Procedures

Supervise Workplace Safety & Health Practices

Supervise Work Improvement Processes

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