The Executive Certificate in Supervisory Management is focused on abilities and skills individuals need to be a successful supervisor in the workplace. This certificate features five key learning components that represent the cornerstones to a highly rewarding career in management. The ability for supervisors and administrators to evolve into management roles is a natural career progression in organizations today. This popular management certificate provides management training for supervisors. The curriculum is recommended to those newly appointed supervisors with a minimum of one year direct employee management experience.

**Modules**

**PRINCIPLES OF MANAGEMENT**
- The Business Environment
- Nature of Management
- The Development of Management Thought
- Functions of Managers
- Decision Making
- Organization
- Control
- Leadership

**COMMUNICATIONS SKILLS AND STAFF DEVELOPMENT**
- Communicating for Results
- Developing Emotional Intelligence Skills
- Coaching Skills for Today's Leaders

**THE KEY ROLES OF SUPERVISORS**
- The Role of The Supervisor
- Developing A 'Management' Mindset
- The Thinking and Planning Processes

**IMPROVING DELEGATION, PROBLEM-SOLVING AND DECISION-MAKING SKILLS**
- The Supervisor and The Problem-Solving Process
- The Supervisor and The Decision-Making Process
- Situational Leadership

**EFFECTIVE LEADERSHIP AND TEAM MOTIVATION TECHNIQUES**
- The Supervisors as a Leader
- The Supervisors and The Team
- Motivation Techniques
- Supervisors as a Counselor

**EMPLOYEE CONFLICT RESOLUTION AND PERFORMANCE EVALUATION**
- Managing Conflict and Constructive Conflict Resolution
- Effective Performance Appraisal and Developing Your People Through
- Managing Employees' Discipline

**Duration** : Three (3) Months  
**Course Detail** : Two (2) Modules per month  
**Assessment** : Attendance (10%), Assignment (60%) and Quiz/Test (30%)  
**Contact hours** : 12 hours per module

Contact Person:
Dr. Nurhaizal Azam Arif  
Academic Coordinator Program  
Executive Development Centre  
Tel.No : 04-928 5100/5110/5117/5123  
Email : azam_arif@uum.edu.my  
husnizaim@uum.edu.my  
Website: http://ppe.uum.edu.my