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Gearred2Lead

**Excellence in Supervision
with ASHREF ISMAIL**

Week 6 - (26 September 2020)

Presentation Overview



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DESIGNING AND IMPLEMENTING CONTROL

THE CONTROL PROCESS

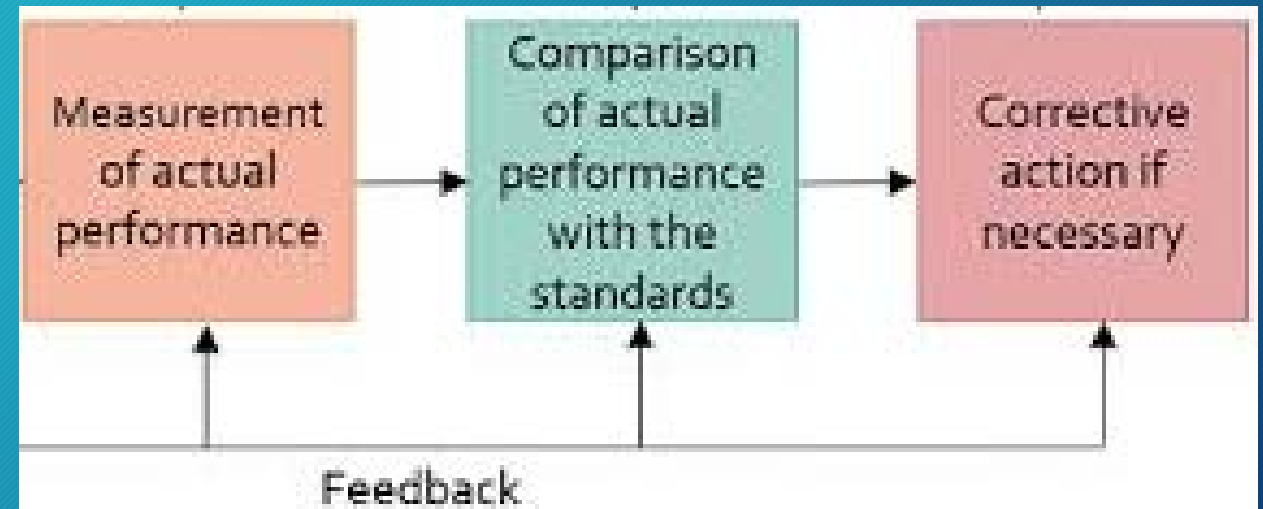


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Control process

A three-step process that consists of

- 1) measuring actual performance,
- 2) comparing results with standards, and
- 3) taking corrective action



Immediate corrective action



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- Action that adjusts something right now and gets things back on track.

Basic corrective action

- Action that gets to the source of a deviation and seek to adjust the differences permanently.

TYPES OF CONTROLS



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Prevention control

- A type of control that anticipates and prevents undesirable outcome.

Concurrent control

- A type of control that takes place while an activity is in progress.

Corrective control

- A type of control that provides feedback after an activity is finished, in order to prevent future deviations.

THE FOCUS OF CONTROL



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1. Direct labour costs
2. Indirect labour costs
3. Raw material costs
4. Supportive supplies costs
5. Utility Costs
6. Maintenance costs
7. Waste costs

Focus
on
what you can
Control

The following list outlines a six-step programme that can guide you in reducing costs in your department.



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- 1. *Improve methods.*** Eliminate any unnecessary activities and introduce new work methods that can increase efficiency.
- 2. *Level the work flow.*** Peaks and valleys in a work flow imply inefficiencies. By levelling the work flow, you can make do with fewer employees and cut down on overtime.
- 3. *Minimize waste.*** Burning lights in unused areas, misuse of office supplies, idle employees, underused equipment, and wasteful use of raw materials add considerably to a supervisor's departmental cost.



- 1. *Install modern equipment.*** Budget for new equipment to replace obsolete and worn-out machinery, computers, and the like.
- 2. *Invest in employee training.*** People, like machines, can become obsolete if you allow their skills to become dated.
- 3. *Make cuts selectively.*** Avoid across-the-board cuts. Some people and groups contribute significantly more than do others. Make cuts where they will generate the greatest efficiencies.

ESTABLISHING BUDGETS



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Steps In Practising The Skill

STEP 1: Review the organization's overall strategy and goals.

STEP 2: Determine your department's goals and the means to attaining them.

STEP 3: Gather cost information

STEP 4: Share your goals and costs estimates with your boss.

STEP 5: Draw up your proposed budget

STEP 6: Be prepare to negotiate.

STEP 7: Monitor your budget.

STEP 8: Keep your boss informed of your progress.

COST-BENEFIT ANALYSIS



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Expected value analysis

A procedure that permits decision makers to place a monetary value on various consequences likely to result from the selection of a particular course of action.



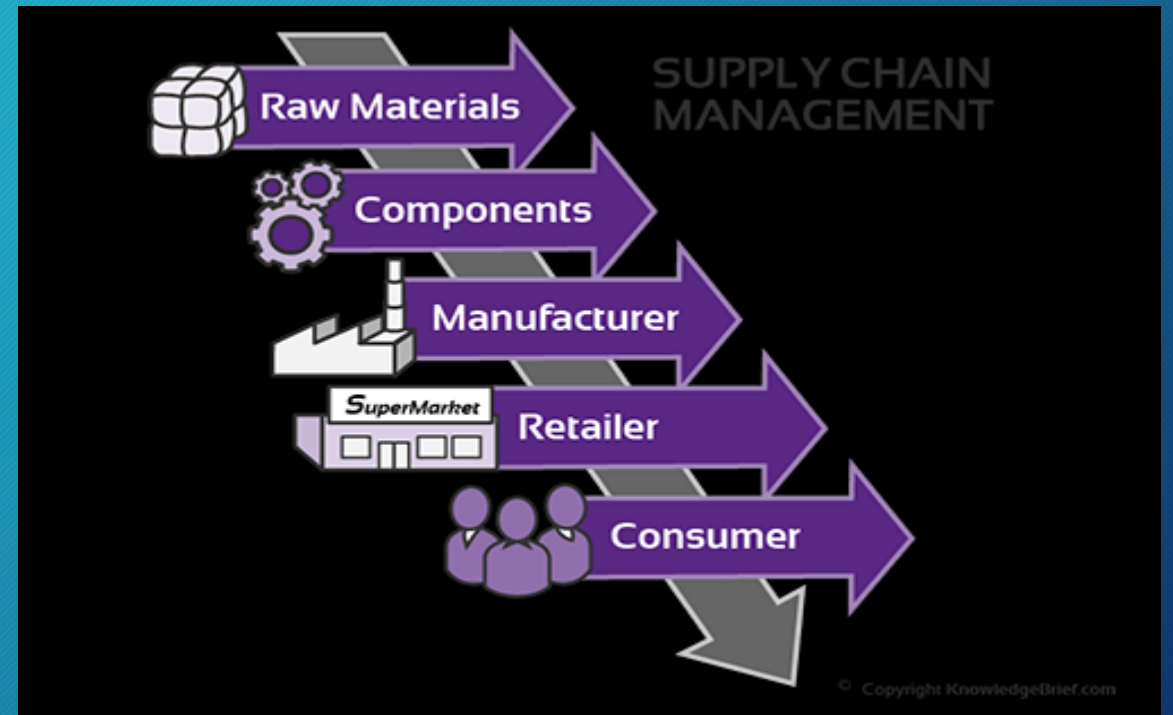
WHAT IS SUPPLY CHAIN MANAGEMENT?



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Supply chain management

Management of the facilities, functions and activities involved in producing and delivering a product or service, from supplies from customers.



WHAT IS QUALITY CONTROL?

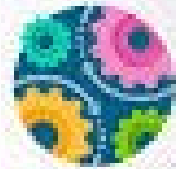


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Customer

- ✓ Standard
- ✓ Efficiency
- ✓ Reliability

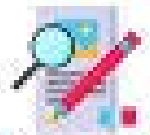


Process

Quality Control



Satisfaction



Check



Guarantee

Quality control

Identification of mistakes that may have occurred; monitoring quality to ensure that it meets some pre-established standard.

GROUP DECISION MAKING



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HOW CAN YOU IMPROVE GROUP DECISION MAKING?

Brainstorming

Techniques for overcoming pressures for conformity that retard the development of creative alternatives; an idea-generating process that alternatives while withholding criticism of those alternatives.

Nominal group technique

Technique that restricts decision-making process.

Electronic meeting

A group decision-making technique in which participants are positioned in front of computer terminals as issues are presented. Participants type responses onto computer screens as their anonymous comments and aggregate votes are displayed on a projection screen in the room

BECOMING MORE CREATIVE



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Steps In Practicing The Skill

- **STEP 1:** Think yourself as creative.
- **STEP 2:** Pay attention to your intuition.
- **STEP 3:** Move away from your comfort zone.
- **STEP 4:** Engage in activities that put you outside your comfort zone.
- **STEP 5:** Seek a change of scenery.
- **STEP 6:** Fund several right answers
- **STEP 7:** Play your own devil's advocate.
- **STEP 8:** Believe in finding a workable solution.
- **STEP 9:** Brainstorm with others.
- **STEP 10:** Turn creative ideas into action.

PART 3



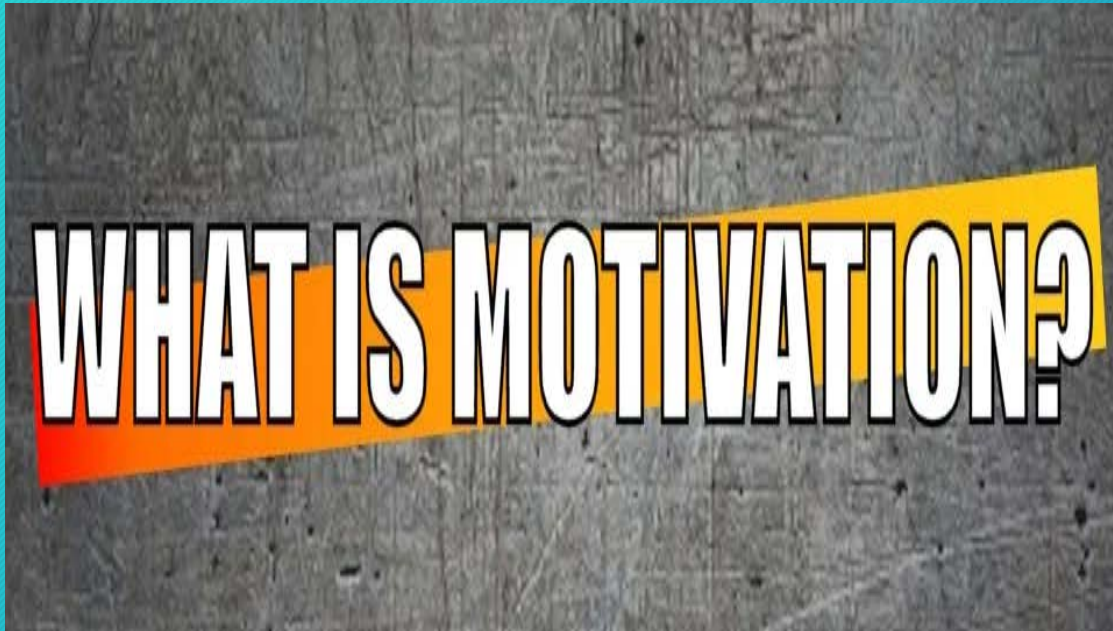
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Stimulating Individual and Group Performance

WHAT IS MOTIVATION?



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Motivation is the willingness to do something; it is conditioned by this ability to satisfy some need for the individual.

MASLOW'S HIERARCHY OF NEEDS THEORY



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Maslow proposed that within every human being exists a hierarchy of five needs

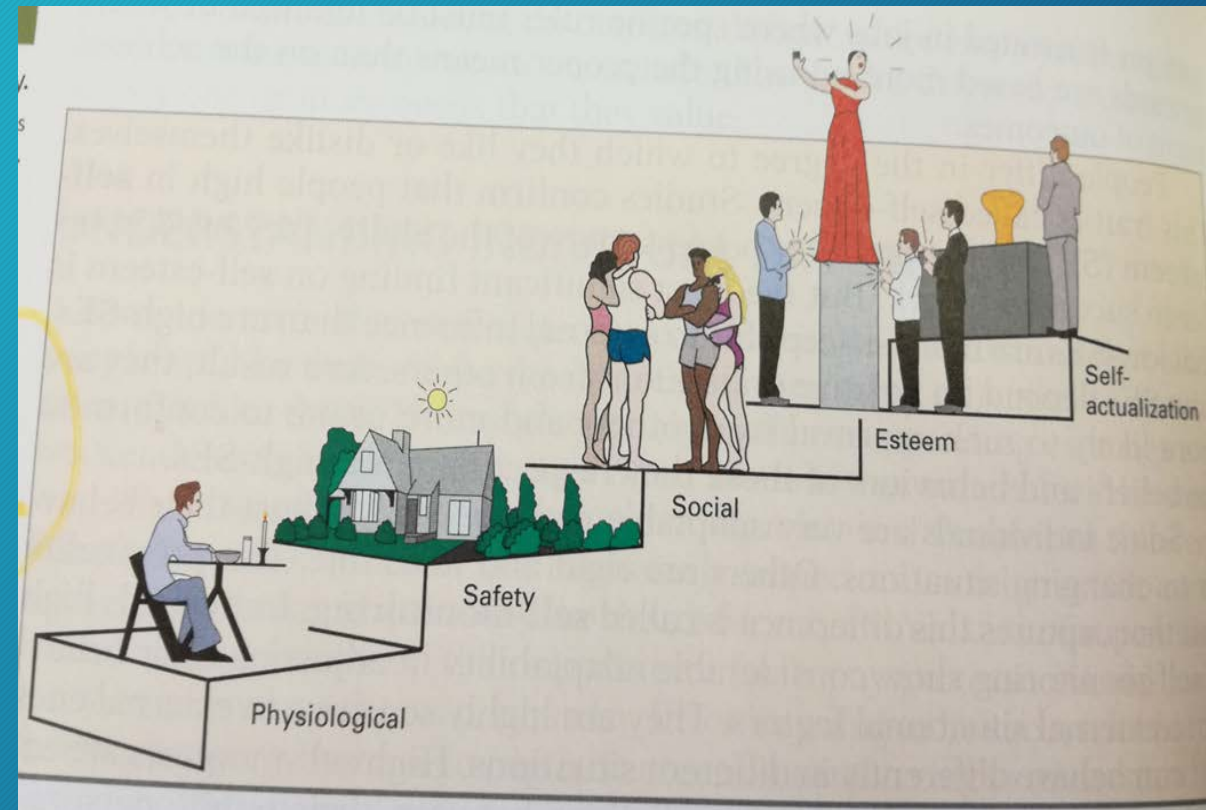
Physiological – includes hunger, thirst, shelter, sex, and other bodily needs.

Safety – includes security and protection from physical and emotional harm.

Social – includes affection, a sense of belonging, acceptance, and friendship.

Esteem – includes internal factor such as self-respect, autonomy, and achievement, and external factors such as status, recognition and attention.

Self-actualization - the drive to become what is capable of becoming; includes growth, achieving one's potential, and self-fulfillment.



THEORY X - THEORY Y



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Theory X – Theory Y

A theory of Douglas McGregor that a supervisor's view of human nature is based on a certain grouping of assumptions and that he or she tends to mould behavior towards subordinates according to those assumptions.

Under theory X, the four assumptions held by supervisors are the following:

Employees inherently dislike work and, whenever possible, will attempt to avoid it.

Since employees dislike work, they must be coerced, controlled, or threatened with punishment to achieve desired goals.

Employees will shirk responsibilities and seek formal direction whenever possible.

Most workers place security above all other factors associated with work, and will display little ambition.

In contrast to these negative views towards the nature of human beings, McGregor listed 4 other assumptions that he called theory Y:

Employees can view work as being as natural as rest or play.

A person will exercise self-direction and self-control if he or she is committed to the objectives.

The average person can learn to accept, even seek, responsibility.

The ability to make decisions is widely dispersed throughout the population and is not necessarily the sole province of supervisors.

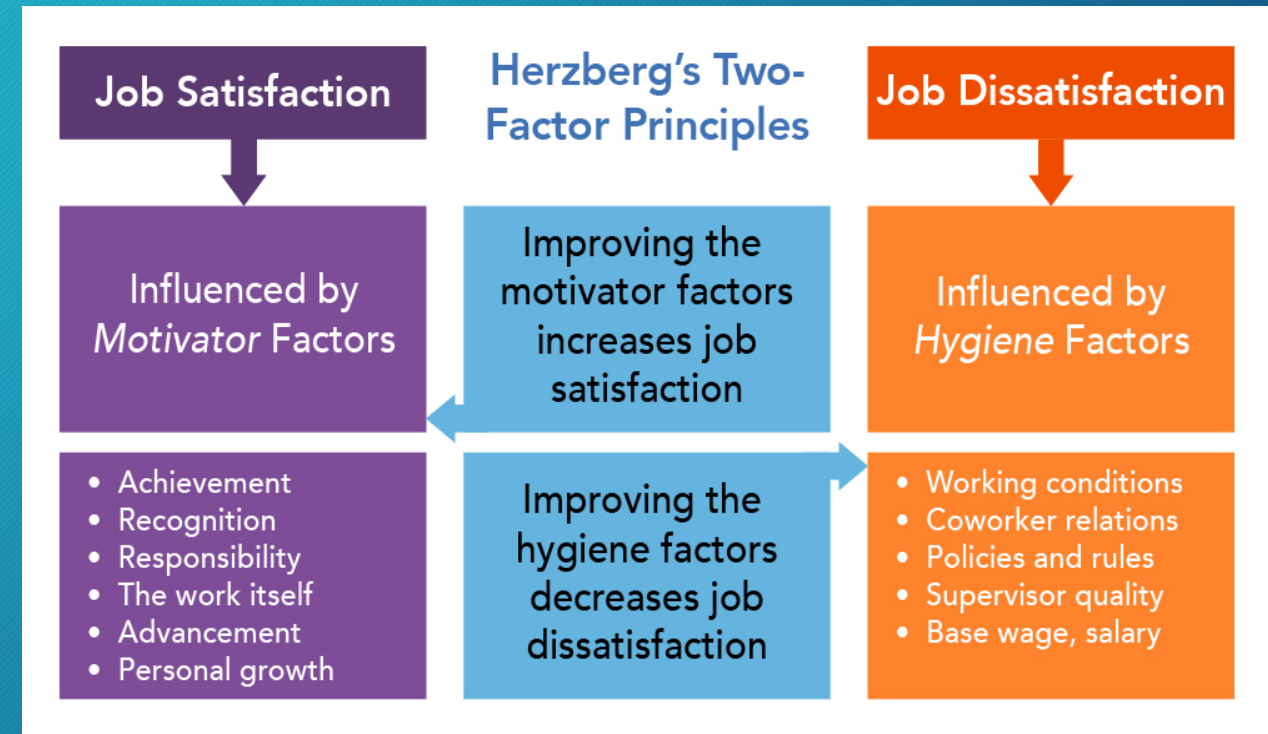
COMPARISON OF SATISFIERS AND DISSATISFIERS



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Hygiene factors

- Herzberg's term for factors, such as working conditions and salary that, when adequate, may eliminate job dissatisfaction but do not necessarily increase job satisfaction



HOW DO YOU SET AN ATMOSPHERE WHERE EMPLOYEES REALLY WANT TO WORK?



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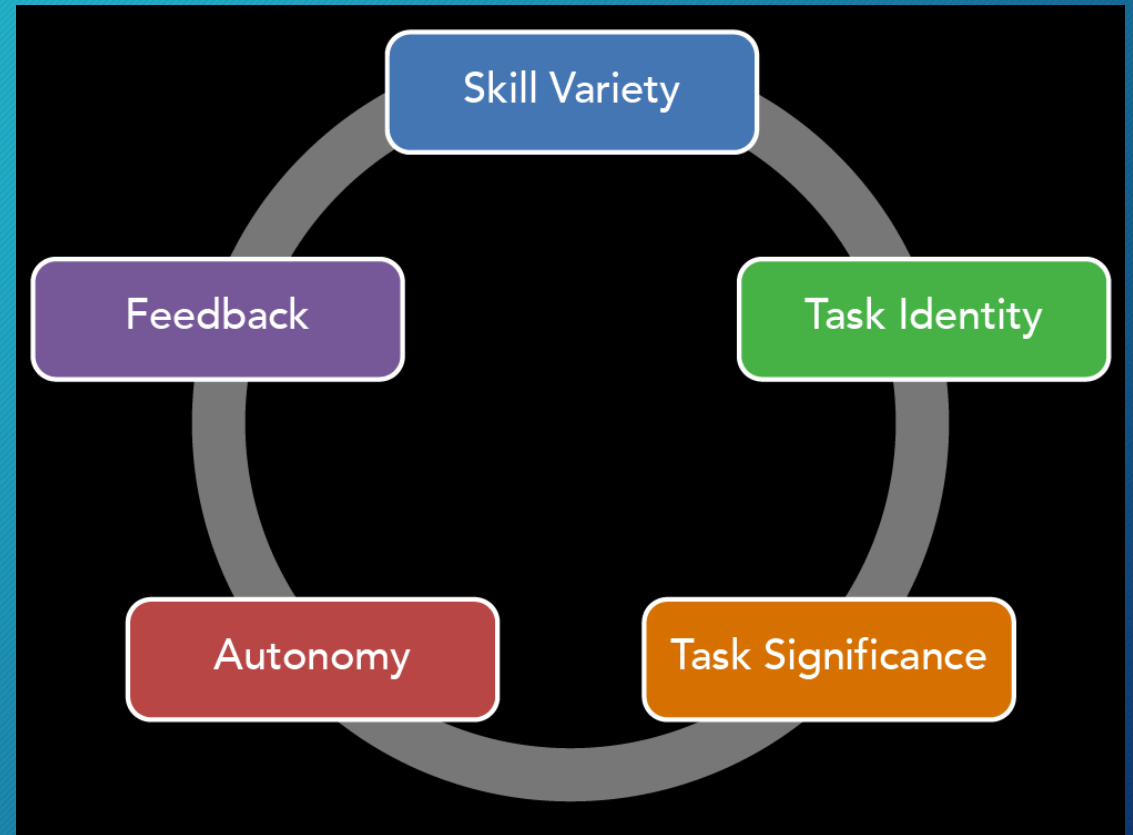
- Recognize individual differences
- Match people to jobs
- Set challenging goals
- Encourage participation
- Individualize rewards
- Link rewards to performance
- Check for equality
- Don't ignore money!

DESIGN MOTIVATING JOBS.



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1. Skill variety
2. Task identity
3. Task significance
4. Autonomy
5. Feedback



END OF WEEK 1



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- Any queries: Ash@rwtraining.co.za
- Whatapp: 061 447 8506
- Are you on our Whatsapp Group?
- Good luck and stay in touch.