

SML Supervisory Development Program 2026

Training Rundown Batch 38

Session	Day 1	Day 2	Day 3
08.00 – 10.00	- Opening & Grouping - Pre-test Module 1: Purpose Driven Leadership - Change around us – the future & challenges of property industry - Roles & responsibilities as SML supervisors - Aligning personal values & leadership purpose - Activity: <i>Personal value card</i>	Module 5: Leading Others - Understanding leadership styles - Assessment: <i>Personal Leadership Style</i> - Mapping subordinate maturity level - Assessment: <i>Analyzing subordinate maturity</i>	Module 9: Root Cause Analysis - Understanding phase of problem solving & decision making - Defining the problem - RCA using logic tree diagram - Activities: <i>Analyzing project related problems – defining problem & RCA</i>
10.00 – 10.15	<i>Coffee Break</i>		
10.15 – 12.15	Module 2: Leading Myself for Continuous Growth - Fix mindset VS growth mindset - Building resilience with AQ - Activity: <i>Card tower</i>	Module 6: Building Effective Team - Team development stages - Building trust within team with Maister's trust framework - Activity: <i>Snake Walk</i>	Module 10: Creative Problem Solving - Generating alternative solutions - Analyzing the best solution using cost-benefit analysis - Activity: <i>Practice cost-benefit analysis using previous case</i>
12.15 – 13.00	<i>Lunch Break</i>		
13.00 – 15.00	Module 3: Personal Effectiveness - Main technique for time management - Activity: <i>Setting priorities</i> - Understanding interpersonal styles - Assessment: <i>Interpersonal Styles</i>	Module 7: Cross-Team Collaboration - Understanding silo mentality & the impact on organization - Activity: <i>Service Chain Analysis</i>	Module 11: Project Management - Analyzing the risks toward solutions - Risks mitigations - Project implementation plan using flowchart & gantt chart - Activity: <i>Practice risk analysis & implementation using previous case</i>
15.00 – 15.15	<i>Coffee Break</i>		
15.15 – 17.15	Module 4: Empathy & Work Interaction - Activity: <i>Discussion on how to interact in the workplace with different interpersonal style</i> - Hear-Feel-Ask in empathy by Daniel Goleman - Cognitive empathy, emotional empathy, and concern	Module 8: Giving Feedback for Continuous Improvement - Responses toward receiving feedback - A-I-D model on giving feedback - Activity: <i>Feedback roleplay</i>	Module 12: Selling the Idea - Success measurement & impact - Activity: <i>Preparing the success criteria & measurement</i> - Project presentation tips - Activity: <i>Practice presentation</i> - Program Summary - Post-test - Closing & Evaluation