



COMMUNICATING WORK ASSIGNMENTS



The Communicating Work Assignments (CWA) unit trains participants to identify situations in which giving an accurate assignment is critical to getting acceptable results. CWA then gives supervisors the means to communicate assignments of any level of complexity by giving practical, step-by-step instructions.

Many supervisors acquire techniques for communicating assignments by trial and error. They do not get the opportunity to learn and practice a set of skills designed specifically to achieve this purpose.

The Communicating Work Assignments seminar presents and reinforces the use of a system that draws upon the supervisor's own knowledge and ingenuity, plus the relationship he or she has developed with employees, to guarantee the best possible results from any given assignment or work activity.

Module Highlights & Outcomes

Communicating Work Assignment teaches supervisors to analyze the content and method of each job before it is assigned and best way to communicate it across.

To define and communicate work assignment effectively, supervisors must be able to:

- Identify situations in which the skills of communicating work assignments are critical.
- Explain the rationale for a work assignment, including the overall framework, and why it must be done.
- Communicate everything required for an employee to perform a task successfully, including performance expectations and how the assignment will be supported and monitored.
- Handle employee concerns surrounding work assignments.
- Ensure that the employee really understands what needs to be done.

About

AchieveGlobal

AchieveGlobal helps organizations translate business strategies into results by improving the performance of their people. Clients worldwide rely on AchieveGlobal's proven expertise in leadership development, customer service, and sales effectiveness. Implementing research-based learning solutions, AchieveGlobal empowers clients to successfully develop leaders and acquire, grow, and retain profitable customer relationships.

With 75 offices in 42 countries—and programs and services in more than 40 languages and dialects—we can work with our customers virtually anywhere in the world. We welcome the opportunity to work with you too.

Benefits of Using Communicating Work Assignment

By completing CWA, participants will be better able to teach specific procedures of work assignments to employees.

- Recognize when an employee will have difficulty with an assignment.
- Recognize when the consequences of not carrying out an assignment correctly will be costly to the organization.
- Set the stage for an assignment.
 - Introduce what and why of the assignment.
 - Explain why the employee has been selected to complete the assignment.
- Describe the assignment.
 - Explain what's expected.
 - State how the assignment will be supported.
 - State how the assignment will be monitored.
- Ask the employee to summarize the assignment.
- Discuss any concerns the employee may have about the assignment.

Program Specification

Audience: - Any Professional with zero to five years of supervisory experience and with minimal prior training in organizing and directing the work of employees.

Class Size: - 6 – 12 Participants.

Length: - 1/2 Day

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