

EFFECTIVE SUPERVISORY SKILLS WORKSHOP

Date : 14th – 15th August 2017
Venue : Vistana Hotel, Kuala Lumpur

This training is
PSMB SBL-KHAS

Workshop Description

The Effective Supervisory Skills Workshop provides proven solutions, workable tools and essential skills to develop the management and supervisory skills of a supervisor.

The workshop is comprehensively developed to be practical in its delivery to ensure that the supervisory practices the 5 key skill areas and project themselves to their subordinates as a role model.

Workshop Learning Objectives

- Understand the characteristics of an effective Supervisor
- Learn the necessary skills to guide people
- Learn to organize the work to ensure efficiency and effectiveness
- Consistently enhance the competency of the people
- Manage the performance of the people
- Enhance and improve the relationship with their people
- Be a role model to the people

Who Should Attend?

- Supervisors
- Line Leaders
- Managers
- Executives – in transition

Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 – 1045	Morning Break
1300 – 1400	Lunch
1530 – 1545	Afternoon Break
1700	End of Workshop

Chronology applies for Day 1 and Day 2.

Training Methodology

The training methodology will be based on the ATCEN PEAK methodology. This will include:

- High impact short lectures
- Experiential learning activities
- Audio and visual learning enhancements
- Knowledge sharing
- Case studies and analyses
- Instant feedback from the facilitator

Facilitated & Marketed by:

ATCENSM

This training is **PSMB claimable**
Subject to PSMB approval

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Module Outline

Module 1: Supervisory Skills

- What are Management and Supervisory Skills?
- The 5 Key Skills of a Supervisor
- Characteristics of an Effective Supervisor

Module 2: Guiding the Work

- Interpreting The Corporate Direction and Departmental Goal
- Understanding The Importance of Significance of the Corporate Values
- Breaking Down the Goals into Understandable Information

Module 3: Organizing the Work

- Know the Resources Available To You
- Understand the Competency Level of Your People
- The Importance of Delegating the Right Job for the Right Individual at the Right Time

Module 4: Developing Your Staff

- Guiding them Through Supportive Communication
- Asking them for Their Opinions
- Learn Simple Coaching Technique for Effective Results

Module 5: Managing Performance

- Communicating The Understanding of Your KPIs
- Providing Feedback and Removing Their Obstacles
- Motivating Your Subordinates

Module 6: Managing Relationship with Your People

- Confronting People With Tact
- Identifying Root Causes to Problems
- Making Decisions on People Issues

Module 7: Be The Role Model

- Do What You Say
- Managing Your Priorities
- Eliminating Typical Procrastination

Program Facilitator

Jeremy Lee

Jeremy serves as CEO/ Principal Consultant of ATCEN Sdn Bhd. He is also the part owner and Group Chief Financial Officer of the ATCEN Group overseeing several companies in 3 different industry. He is a Certified Personality Profiler with Thomas International, a Chartered Management Accountant (ACMA), Chartered Global Management Accountant (CGMA), Chartered Accountant (Malaysia) and holds a MSc. in Engineering Business Management from Warwick University. He is also a Certified Trainer by Western Kentucky University (USA), a member of the Malaysian Association of Professional Speakers (MAPS) and was exempted from PSMB Train the Trainer Program. He also has a valid Teachers license.

Jeremy is a highly sought after as a People Development Expert, Performance Optimization, Human Performance Improvement Consultant in the Service and Manufacturing Industry. With more than 20 years of both strategic and operational management experience, he has worked and been involved in numerous industries. Serving as a Trainer and Consultant for numerous companies, he has conducted and facilitated thousands of individuals in the areas of customer experience Management, performance management, leadership skills, management skills, communication skills and coaching skill. He has facilitated workshops in Malaysia, Indonesia, Singapore and China and is able to handle people from different backgrounds and levels

He has also led customer contact centers project teams to be ISO certified. He was the project manager to drive business process re-engineering projects undertaken to improve the controls and systems for the first ISO 9002:1994 certification for a vacation ownership company and their Resorts, the first ever worldwide. Jeremy has collaborated with Accenture on a multi-million-Ringggit e-commerce project in the loyalty program industry that achieved the prestigious MSC status for the organization.

Jeremy has held a variety of leadership and project management roles such as Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a list company. He has been involved in Mergers and Acquisition, Financial Reporting, Pitching, Liquidation, Collections etc. Recently he lead and completed a 2 year project with a large local bank to enhance their customer experience that consisted of all their branches and contact centre.

Jeremy is also sought after for his ability to handle of diverse personalities. Some of the companies he has worked with includes ACI, Atos Origin, AIA, Alliance Bank, American Express, Altera, AmBank, Asia Assistance Network, Bursa Malaysia, Bank Islam, Bank Rakyat, Bangkok Bank, BP, Celcom, City Link, Comex Genesys, CMA-CGM, CNI, Continental Automotive, CIMB Bank, Danisco, Dell, DHL, DiGi, Danome Dumex, EON, Exxon Mobil, EtiQa, Fibertex Persoanl Care, Fresenius Medical Care, Fuji Xerox, General Electric, Great Eastern, Guinness Anchor Berhad, EPIC-I, Hitachi, Hong Leong Bank, HP, IJM, IBBM, IBM, IOI Properties, LaFarge, Maybank, MAA, MBF, MYOB, Merck, Mesiniaga, Nokia, Nike Sales Malaysia, UOB Bank, Philips, Petronas, Prometric, Perodua, Prominent, PSDC, MLRe, RHB Insurance, RHB Bank, Scomi, Shell Trading, Shell IT, Sony Malaysia (Penang), Sony Marketing, SRG, Standard Chartered, STAR Publications, SWIFT, Telekom Malaysia, Telekom Sales & Service, TIMEdotCom, TM Touch, TM Net, TNT Express, Tenaga Nasional Berhad, UMW Toyota, Vsource, VADS, ZTE etc.

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Companies that have attended “Effective Supervisory Skills Workshop” since 2011

348 Sentral Sdn Bhd	FlyFirefly	Possehl Electronics (M) Sdn Bhd
Acson (M) Sales & Service Sdn Bhd	GHL System Berhad	PPG Performance Coatings (M) Sdn Bhd
Activia Nutrition Sdn Bhd	Grand-Flo Spritvest Sdn Bhd	Prokhas Sdn Bhd
Affin Hwang Asset Management	Hamilton Sunstrand CSC (M) Sdn Bhd	Prometric Technology Sdn Bhd
Ambank Group	Hoya Lens Manufacturing Malaysia	Prudential Services Asia Sdn Bhd
Asiankom	Ilens Sdn Bhd	Ricoh Malaysia Sdn Bhd
Autokeen Sdn Bhd	Intercos Asia Pacific Sdn Bhd	Sabah Shell Petroleum Company Limited
Bangkok Bank Berhad	International SOS (M) Sdn Bhd	SCB Bulk Logistics Sdn Bhd
Bank Islam (M) Berhad	Jebsen & Jessen Communication Solutions	Securities Industry Development Corporation
Bank of China	Johnson Controls (M) Sdn Bhd	Seri Pacific Corporation Sdn Bhd
Biomarketing Services (M) Sdn Bhd	Khazanah Nasional Bhd	Shell Deepwater Borneo Limited
BMS Diagnostics (M) Sdn Bhd	Linatex Rubber Products Sdn Bhd	Sapura Resources Berhad
Boustead Petroleum Marketing	LVD (Malaysia) Sdn Bhd	Sarawak Shell Bhd
Bureau Veritas (M) Sdn Bhd	Malaysia Institute of Accountants	Silverspoon International College
Cheng Hua Engineering Works Sdn Bhd	Malaysian Hoya Lens Sdn Bhd	Star Publications (M) Bhd
Damansara Specialist Hospital	MCIS Zurich Insurance Berhad	Stolthaven (Westport) Sdn Bhd
Devices World Sdn Bhd	Measat Broadcast Network System Sdn Bhd	Syarikat Bekalan Air Selangor Sdn Bhd (SYABAS)
Dewan Filharmonik Petronas	MELCO Sales Malaysia Sdn Bhd	Syarikat Pemasaran Karyaneka Sdn Bhd
DiGi Telecommunications	Melinau Shipping Sdn Bhd	Tele-Paper (M) Sdn Bhd
Ecolab (M) Sdn Bhd	Merchantrade Asia Sdn Bhd	Tepat Teknik Sdn Bhd
Eppendorf	MNRB Holding Bhd	Terumo Malaysia Sdn. Bhd.
Etiqa Insurance & Takaful	NS Blusecope Malaysia Sdn Bhd	Thumbprints Utd Sdn Bhd
Eurocopter Malaysia Sdn Bhd	One Drop Sdn Bhd	TM Net Sdn Bhd
Expedite Freight Forwarder Sdn Bhd	Pacific Mutual Fund Bhd	Uni. Asia Life Assurance Bhd
Fibertex Personal Care Sdn Bhd	PBAPP	Universiti Teknologi Petronas
Finexus International Sdn Bhd	Pestech Sdn Bhd	Vanbreda International
	Pharmaniaga Research Centre Sdn Bhd	View Point Research Corporation
	Pos Malaysia	

Participants' Feedbacks

“Good motivation on how to be effective supervisor.”

- **WWTP, Supervisor, NS BlueScope Malaysia Sdn Bhd**

“Got many inputs, equipment all perfect.” - **Finance Executive, Flyfirefly**

“Good learning and good scoop and applicable at my work place.”

- **Production Officer, Linatex Rubber Products Sdn Bhd**

“The program benefits me in my work scope.”

- **Income Auditor, Seri Pacific Corporation Sdn Bhd**

“The facilitator is very experience to lead & provide advises.”

- **Assistant Manager - Commercial Department, Ricoh Malaysia**

“This program is good for me as in my real situation, I have supervise my team.”

- **Assistant Manager, IPTV Media Operation, TM Net Sdn Bhd**

“A very constructive session and recommended.” - **Executive Secretary, Khazanah Nasional Berhad**

“It has built confidence in me. It has helped to groom myself as an effective supervisor. It helps me make the right decision.”

15th

**SESSION SINCE
2011!**

91%

**Score on Trainer's
Feedback – Last
Session
(December 2016)**

160

**Numbers of
participants that have
joined this course
(public workshop)
since 2011**

To Register or For More
Information

**Kindly call 03-7728 2623 or
email to info@atcen.com
www.atcen.com**