

# EFFECTIVE SUPERVISORY SKILLS WORKSHOP

**ATCEN** SM

Free access to ATCEN e-learning solution on

*Supervising Others* (T&C applies)

**Date : 18<sup>th</sup> – 19<sup>th</sup> April 2018**  
**Venue : Vistana Hotel, Kuala Lumpur**

This training is  
**PSMB SBL-KHAS**

## Workshop Description

This program aims to provide Supervisors the confidence and impact both as an individual and as a team member. It provides them with a sound understanding of their roles, responsibilities, accountability and goals for them to manage those under them.

The Effective Supervisory Skills Workshop provides proven solutions, workable tools and essential skills to develop the management skills of a supervisor. The workshop is comprehensively developed to be practical in its delivery to ensure that the supervisory practices the key skills areas and project themselves to their subordinates as a role model.

## Workshop Learning Objectives

- To understand the characteristics of an effective Supervisor;
- To be a role model to the people.
- To motivate their team members to achieve organization goals
- To learn the necessary skills to communicate people;
- To learn to organized the work to ensure efficiency and effectiveness;
- To consistently enhance the competency of the people;
- To manage the performance of the people;
- To be able to supervise the group and lead to a self-discipline employees
- To promote better team cohesiveness

## Who Should Attend?

- Assistant Managers
- Supervisors
- Line Leaders
- Executives / Senior Executives

## Training Methodology

The training methodology will be based on the ATCEN PEAK methodology.

This will include:

- High impact short lectures
- Lively activities
- Insightful presentations to the team
- Instant feedback from the facilitator

## Facilitated & Marketed by:

**ATCEN** SM

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

## 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.*

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## Module Outline

### Module 1: Supervisory Skills

- What are Management and Supervisory Skills?
- Roles of an Effective Supervisor
- The 5 Key Skills of a Supervisor (Goals, Organize, Develop, Performance and Relationship)

### Module 2: The Role Model

- Do What You Say
- Managing Your Priorities with Better Time Management
- Eliminating Typical Procrastination

### Module 3: The GOALS of the Task

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

### Module 4: ORGANIZE the Task

- Know the Resources Available To You
- Understand the Competency Level of Your People
- Delegates with Who-Do-What- Why-When-Where

### Module 5: DEVELOP Your Staff

- Asking them for Their Opinions
- Using Supportive Communication to Motivate them
- Coaching Technique for Effective Results

### Module 6: Managing PERFORMANCE

- Reminding them of their Key Performance Indicators
- Identifying Root Causes to Problems
- Making Decisions on People Issues

### Module 7: Managing RELATIONSHIP to your subordinates

- Confronting People With Tact
- Providing BIS Feedback
- The 3Es to Improve Relationship

## Program Facilitator

### Jayanth Kumar (Jay)

Jay advocates that an *"unexamined life, is a life not worth living"*– Socrates. Hailing from a state famous for its food, Jay picked up Hokkien while growing up, apart from other languages he speaks. He is a sought after consultant and trainer in Customer Experience, leadership Management, Communication and Organizational Culture Development programs. Jay has innate drives to coach and develop human capital globally to achieve their highest potential through competency based training and behavioral development. Hence, he has consulted and trained various industry players throughout Malaysia and Singapore in quality performance management, customer advocacy management, customer quality management, managerial and leadership skills, customer service skills, communication skills and various soft-skill programs.

Jay is qualified with a Diploma in Computer Studies and Business from the National Center of Computers (NCC) from the United Kingdom and attained a Bachelor of Science in Psychology and Communication from Upper Iowa University in the United States. He was a leader in various fraternities and organizations while working with the university as well. He is a certified professional trainer under ARTDO International and is currently pursuing his Masters in Organizational Psychology.

Jay has 18 years of work experience in various industries throughout Malaysia, he strongly believes that developing human capital in the area of service is the key fundamental aspect of any successful business and that service itself needs to grow towards the higher expectations and consumer experience in current competitive industries. He started out his career in the service industry, managing reputable restaurants in Penang. He was in hotel management when he first came to KL, and later joined a contact centre of a multinational company for 8 years that provides IT solutions for corporate and consumer customers globally. Jay has developed various competency framework management and training development program in customer service, customer experience and performance leadership management in which Jay has his niche in. Having experience being in operations, management and consultation, he is able to relate to current people development issues and challenges faced by the many organizations. In addition to that, Jay also has a few years of experience in sales and marketing, advertising, public relations consultation and as a Training Manager for a facilities management company.

Within his years of experience, he has successfully executed different ad-hoc projects, such as developing high service standards for service industries, quality process improvements, human resource management, recruitment management, talent development framework, mystery shopping, producing and conducting major corporate events and team-buildings for reputable companies, making him versatile, adaptable and experienced in delivering quality training for his clients. Jay has helped trained in-house specialized industries, reputable multi-national, government-linked and local companies such as F-Secure Corporation, IBM, HILTI Asia, Hewlett-Packard, Celcom Axiata, Telekom Malaysia, POS Malaysia, DXC Technology, VADS, Singtel, OPTUS (Australia), ASTRO, DHL, Kraiburg TPE, A&H Meyer, DRB-HICOM, Penang Skills and Development Centre (PSDC), SP Setia, Tropicana Corporation, CITY Facilities Management, SPR Energy (Sabah), Big Dutchman, Jotun Malaysia, GBA Corporation, SNE Marketing, IPG Mediabrands, AXA Assistance IPA (Singapore), Tenaga Nasional Berhad, Jabatan Bekalan Air Malaysia, Institut Jantung Negara, Ministry of Health Malaysia, Novotech Clinical Research, Syarikat Suruhanjaya Malaysia, Khazanah Nasional, Malaysia Airports Holdings Berhad, B Braun, Watson's Malaysia, Tesco Malaysia, Johnson & Johnson, Mydin Stores, Stemlife Malaysia, Danone Dumex, Seri Pacific Hotel, PNB Darby Park Suites, Meliã Kuala Lumpur Hotel, Eastern & Oriental Hotel, Lone Pine Hotel, MiCasa All Suite Hotel, MyClear, SWIFT, AKPK, Standard Chartered Bank, Hong Leong Bank, Am Bank, United Overseas Bank, Bank Rakyat, Bank Islam, SME Bank, Kenanga Investment Bank, Merchante and lots more.

Jay's conviction in training is when skills and knowledge that are planted and cultivated with new learning experiences can never return to old measured expectations.

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## Program Facilitator

### Jeremy Lee

Jeremy serves as CEO and Principal Consultant of ATCEN Sdn Bhd, and Group CFO for the ATCEN Group. ATCEN Group has business in Academic Education (PORTMAN College) and Corporate Training (ATCEN). He has been in the Corporate Training industry for over 16 years.

He is a Chartered Management Accountant (ACMA), Certified Accountant in Malaysia (MIA), Chartered Global Management Accountant (CGMA) and holds a MSc. in Engineering Business Management from Warwick University. He is currently pursuing his PhD in University Malaya. He is a Certified Personal Profiler and Human Job Analysis (Thomas International), Certified Trainer (PSMB) and Certified Master Trainer with Western Kentucky University. He is a Professional Speaker with the Malaysian Association of Professional Speakers (MAPS).

With more than 20 years of strategic and operational management experience, he has worked and been involved in numerous industries. He has conducted and facilitated thousands of individuals in the areas of Strategic Review, performance management, leadership skills, sales, negotiation skills, sales and service and communication skills. He has facilitated workshops in the region and is able to handle people from different backgrounds and management levels.

Over the years, Jeremy has been involved in numerous business. He has lead/ started and closed businesses was involved in mergers, acquisition, daily operations and disposals. He has held a variety of leadership and project management roles in various organizations prior to ATCEN. He was the Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head in a Resort in UK, Project Team Leader in a Technology start up firm with and also an Internal and External Auditor. He has also operated a Restaurant previously, a recruitment organization and also oversaw the operations of a 30 year old Association.

Additionally, he has collaborated with Accenture on a multi-million-Ringggit e-commerce project in the loyalty program industry. There, he gained the prestigious MSC status for the organization, played a pivotal role in the areas of strategic and operational planning, organizational structure, organizational change and the management of the project. He was also the project manager for the first ISO 9002:1994 certification for a vacation ownership company, worldwide.

Some of the companies he has worked with includes Alliance Bank, AIA, AMEX, AmBank, Axiata, Bacfree, Bank Islam, Bank Rakyat, Bank of Tokyo, Bank of China, Bank Negara, BD Agriculture BMW (M), BP, Celcom, Cerebos Asia Pacific, Comex Genesys, CNI, CIMB Bank, CMA-CGM, Danone Dumex, Dell, DHL Express, DHL IT, DiGi, e-Genting, EasyCall, EON, EPIC, ExxonMobil, Fibertex, Fuji Xerox, Great Eastern, EPIC-I, General Electric, Etiqa, Hitachi, Heitech-Padu, Hong Leong Bank, HP, IBM, IJM Properties, IOI Corp, Iraq South Oil, Inti University, KWSP, KWAP, Kenanga Investment Bank, Kings Confectionery, LaFarge Cement, Maybank, Mayban Assurance, MAA, MBF Cards, Merck, Mesiniaga, MLRe, MSIG, MYOB, Nike, Nokia, OCBC Bank, Petronas, Perodua, Philips, Proton, Polyplastic, PSDC, RHB Insurance, RHB Bank, Sapura Crest, Scomi, Siemens, Shell Trading, Shell SITI, SME Bank, SMECorp, SP Setia, SRG, Standard Chartered Bank, Spices and Seasoning, Sony Malaysia, Sony (PG), STAR Publications, Stemlife, Sunway Hospital, SWIFT, Taylors University, Telekom Malaysia, Telekom Sales and Service, TIME, TMTouch, TM Net, Tenaga Nasional Berhad, Tokio Marine, Toyota Autobody, TNT Express, UMW Toyota, UOB Bank, UMobile, Vsource, ZTE etc.

# Effective Supervisory Skills Workshop

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

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

### 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.”*

**17<sup>th</sup>**  
**SESSION SINCE**  
**2011!**

**88%**  
**Score on Trainer's**  
**Feedback – Last**  
**Session**  
**(Oct 2017)**

**175**  
**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](mailto:info@atcen.com)  
[www.atcen.com](http://www.atcen.com)**