



EFFECTIVE SUPERVISORY SKILLS

ATCEN

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Date : 3rd – 4th December 2018
**Venue : ATCEN Learning Centre,
Damansara Perdana**

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

Workshop Chronology

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

Chronology applies for Day 1 and Day 2.

Facilitated & Marketed by:

ATCEN

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?
- 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

J.K. LEE

J.K is an Associate Training Consultant. He believes in the importance of combining theory with real world experiences to make learning meaningful. He is very passionate about helping others maximise their potential through education.

He graduated with a BSc in Finance and MBA from St. Cloud State University, Minnesota, USA. He is a Certified Professional Trainer (by Western Kentucky University, USA) and a Certified HRDF (PSMB) Trainer. He has more than 22 years of working experience in various industries, ranging from Banking, Wholesale, Manufacturing and Education. During which, his ability to adapt quickly in various challenging environments helped him progress into management positions. In addition to English, J.K. also reads, writes, and speaks Bahasa Malaysia and Chinese fluently.

J.K. managed a variety of international projects. While in the manufacturing industries, he successfully transferred the first assembly line of metal dome (used in phone & electronic keypads then) from China to Malaysia. In addition, on a separate manufacturing business, he also handled the business development of clients from Germany, UAE and USA in the fabrication of metal equipment/components.

In the Education industry, J.K. had a comprehensive experience in the industry. He started as a Lecturer of a business school, lecturing from Certificate level to MBA programmes from local and foreign partner universities (UK & Australia). Among the subjects he taught were Principles of Management, Human Resource Management, Consumer Behavior, Management Skills and Cross Cultural Management. After which he had held the positions of Head of Postgraduate and American Degree, Approved ISO 9001 Internal Auditor for College, Head of Sales & Marketing and Director of International Office (Sales) at various colleges and universities in Malaysia. The experience in International Office had also expanded his knowledge of the international education industry.

J.K has the ability to connect learners to the academic aspects of real-life business scenarios, which has greatly helped his students and team members. He strongly believes that in order to succeed, one must always maintain a "Passion for Learning", regardless of age, qualification and experience. As Steve Jobs once put it: "Stay Hungry, Stay Foolish!"

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

348 Sentral Sdn Bhd
Acson (M) Sales & Service Sdn Bhd
Activia Nutrition Sdn Bhd
Affin Hwang Asset Management Ambank Group
Asiankom
Autokeen Sdn Bhd
Bangkok Bank Berhad
Bank Islam (M) Berhad
Bank of China
Biomarketing Services (M) Sdn Bhd
BMS Diagnostics (M) Sdn Bhd
Boustead Petroleum Marketing
Bureau Veritas (M) Sdn Bhd
Ceva Animal Health Malaysia
Cheng Hua Engineering Works SB
Damansara Specialist Hospital
Devices World Sdn Bhd
Dewan Filharmonik Petronas
DiGi Telecommunications
Ecolab (M) Sdn Bhd
Elta Fans Malaysia Sdn Bhd
Eppendorf
Etiqa Insurance & Takaful
Eurocopter Malaysia Sdn Bhd
Expedite Freight Forwarder Sdn Bhd
Fibertex Personal Care Sdn Bhd
Finexus International Sdn Bhd
FlyFirefly
GHL System Berhad

Grand-Flo Spritvest Sdn Bhd
Hamilton Sunstrand CSC (M) Sdn Bhd
Hoya Lens Manufacturing Malaysia
I lens Sdn Bhd
Intercos Asia Pacific Sdn Bhd
International SOS (M) Sdn Bhd
Jebsen & Jessen Communication Solutions
Johnson Controls (M) Sdn Bhd
Khazanah Nasional Bhd
Kraiburg TPE Technology (M) Sdn Bhd
Linatex Rubber Products Sdn Bhd
LVD (Malaysia) Sdn Bhd
Malaysia Institute of Accountants
Malaysian Hoya Lens Sdn Bhd
MCIS Zurich Insurance Berhad
Measat Broadcast Network System Sdn Bhd
MELCO Sales Malaysia Sdn Bhd
Melinau Shipping Sdn Bhd
Merchantrade Asia Sdn Bhd
MNRB Holding Bhd
NS Blusecope Malayasia Sdn Bhd
One Drop Sdn Bhd
Pacific Mutual Fund Bhd
PBAPP
Pestech Sdn Bhd
Pharmaniaga Research Centre Sdn Bhd
PHHP Marketing (M) Sdn Bhd
Pos Malaysia
Possehl Electronics (M) Sdn Bhd
PPG Performance Coatings (M) Sdn Bhd

Prokhas Sdn Bhd
Prometric Technology Sdn Bhd
Prudential Services Asia Sdn Bhd
Ricoh Malaysia Sdn Bhd
Sabah Shell Petroleum Company Limited
SCB Bulk Logistics Sdn Bhd
Securities Industry Development Corporation
Seri Pacific Corporation Sdn Bhd
Shell Deepwater Borneo Limited
Sapura Resources Berhad
Sarawak Shell Bhd
Siemens Healthcare Sdn Bhd
Silverspoon International College
Sime Darby Rent A Car Sdn Bhd
Star Publications (M) Bhd
Stolthaven (Westport) Sdn Bhd
Swift Support Services Malaysia Sdn Bhd
Syarikat Bekalan Air Selangor Sdn Bhd (SYABAS)
Syarikat Pemasaran Karyaneka Sdn Bhd
Tele-Paper (M) Sdn Bhd
Tepat Teknik Sdn Bhd
Terumo Malaysia Sdn. Bhd.
Thumbprints Utd Sdn Bhd
TM Net Sdn Bhd
Uni. Asia Life Assurance Bhd
Universiti Teknologi Petronas
Vanbreda International
View Point Research Corporation
Vivahomes Realty

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.”

17th
SESSION SINCE
2011!

91%
Score on Trainer's
Feedback – Last
Session
(April 2018)

200
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**