



EFFECTIVE SUPERVISORY SKILLS

ATCEN

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Date : 24th – 25th June 2020
Venue : AC Hotel Kuala Lumpur Titiwangsa

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

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-Ringgit 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, TM, TNB.

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

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

18th
SESSION SINCE
2011!

92%
Score on Trainer's
Feedback – Last
Session
(Dec 2018)

202
Numbers of
participants that have
joined this course
(public workshop)
since 2011

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Participant 1

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Mobile No.: _____

Mobile number is preferred for us to be in contact with the participants before and after the workshop

Participant 2

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Mobile number is preferred for us to be in contact with the participants before and after the workshop

Participant 3

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Mobile number is preferred for us to be in contact with the participants before and after the workshop

Human Resource / Approving Manager: _____

Job Title: _____ Email: _____

Company Name: _____

Address: _____

Tel: _____ Fax: _____

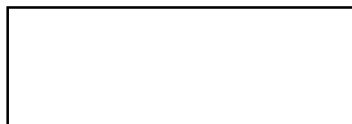
Authorized Signature: _____ Invoice Attention To / : _____

Has ATCEN Sdn. Bhd registered as your vendor?

Yes No

Finance E-Mail Address _____

Company Stamp Chop: _____



This training is PSMB/HRDF claimable (SBL-Khas scheme) subject to PSMB/HRDF approval

Terms & Conditions

1. Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend our programs.
2. Payment is required with registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 working days prior to event commencement. However a substitute is welcome at no additional charges
5. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
6. The organizer reserves the right to make any amendments and/or changes to the workshop, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.
7. The certificate of completion will be awarded by ATCEN Sdn. Bhd.
8. The personal information that you provide in this Registration Form and information provided at any other time during the event, can be used by the organizer and related parties to market, advertise and promote our goods and services via various communication mediums. Participants are responsible to advise the organizer if they do not wish to be included in the above.

Workshop Investment for 3 participants – RM4,000

(Inclusive of 6% SST)

Early Bird Discount – RM3,500 for 3 pax
Saved RM500. **Must register before 11/05/2020.**

No further discounts allowable.

Normal Retail Price is RM1,480/pax.

Price is inclusive of all materials, lunches and tea-break.

To register, complete this form:

1. Email form back to sender's email address/
info@atcen.com
2. Fax this form to +603-7728 2620

By Bank Draft:

Payable to **ATCEN Sdn Bhd** and courier to:
D-05-12, Ritze Perdana Business Centre,
Jalan PJU 8/2, Damansara Perdana, 47820 PJ,
Malaysia.

By Direct Transfer:

Account Name: **ATCEN Sdn Bhd**
Bank : Public Bank Berhad
Acc No : 3130460034

By Credit Card:

We take VISA and MasterCard only.
(3% transaction fees is applicable)

All bank charges/fees to be borne by payer.

For Office Use Only

Corporate Sales Consultant: _____

Invoice Number: _____

Invoice Date: _____

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