

PUBLIC WORKSHOP

NEXT-GEN SUPERVISORY AND LEADERSHIP SKILLS

Duration: 2 Days

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Workshop Description

If your organization is committed to developing effective supervisors and grooming executives to become managers, it is critical to develop a solid leadership and management development training program.

In today's environment it has become extremely challenging for supervisors and executives to excel and perform beyond expectations. The roles have change and there's a lot of emphasize on working independently and being self-directed.

There's also a strong need for supervisors and executives to managers to be leaders and show their entrepreneurial skills. This program is designed to not only impart the knowledge to be successful supervisors and executives to managers but to also be dynamic leaders who will be able to lead successful teams and produced the desired results for the organization i.e., growth and profitability.



Workshop Learning Objectives

- Develop and play the role of a supervisor and executive to manager.
- Leverage on each other's knowledge and skills to achieve better Performance as supervisors and executives to managers.
- Improve coordination and cooperation to develop team spirit and synergy in the workplace.
- Resolve team conflict in a productive way to reduce resistance and Inefficiency.
- Implementing the right systems to manage effectively.
- Develop leadership and motivational skills.
- Manage time and work more effectively.
- Setting team, departmental and organisational goals effectively.

Who Should Attend?

- Executives
- Senior Executives
- Junior Managers
- Managers

Workshop Outline / Agenda

Day 1

9am – 10:30am

Effective Supervisory Skills

Module 1: Understanding The Role Of A Supervisor And The Importance Of Supervisory Skills

- The Role Of A Supervisor
- What Does It Take To Be A Supervisor Today
- Supervisors Of The New Millennium

10:45am – 1pm

Module 2: The Role Model

- The Importance Of Being A Role Model To Your Subordinates
- Building A Positive Mind Set To Supervise More Effectively.

2pm – 3:30pm

Module 3: Engaging The Team

- Developing Positive Engagement With Your Team
- Application Of Emotional Intelligence (EQ)
- Understanding Your Team Better (DISC)

3:45pm – 5pm

Module 4: Setting The Goals

- The importance of individual and team goal setting (SMART)
- Developing communication and departmental goals

TRAINING METHODOLOGY

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

This includes:

- Pre learning
- Post learning
- Group activities
- Exercises
- Discussions
- Presentations
- Lots of reflection and sharing

Day 2

9am – 10:30am

Executive To Manager Development

Module 5: Understanding The Role Of The Executive And Manager

- The Role Of An Executive
- The Role Of A Manager
- What Does It Take To Be An Executive Or A Manager Today
- Executives And Managers Of The New Millennium

10:45am – 1pm

Module 6: Interpersonal Skills For Today's Executives And Managers

- Learning To Build Rapport With Others
- Using Sincere Praise In Building Relationships
- How To Use Influence To Win Over Others

2pm – 3:30pm

Module 7: Effective Time Management For Busy Executives And Managers

- How To Plan And Organize Your Time Effectively
- 10 Tips For Effective Time Management
- Daily Planning For Better Success At Your Work

3:45pm – 5pm

Module 8: Managing Effectively

- Principles On Managing Effectively
- Managing Through Strength
- Learning To Motivate And Bring Out The Best In Individuals
- Optimizing On The Strength Of Others

Companies that have attended “Supervisory Skills” since 2010 and more

348 Sentral Sdn Bhd
Able Consolidation
Acson (M) Sales & Service Sdn Bhd
Activia Nutrition Sdn Bhd
Affin Hwang Asset Management
Ambank Group
Amsteel Mills
Asiankom
Autokeen Sdn Bhd
Bangkok Bank Berhad
Bank Islam (M) Berhad
Bank of China
Bank Negara Malaysia
Big Dutchman
Biomarketing Services (M) Sdn Bhd
BMS Diagnostics (M) Sdn Bhd
Bonuslink
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
Grand Millenium KL
E.H Utara Holdings Sdn Bhd
E-Response
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
Hapag-Lloyd Business Services
Hamilton Sunstrand CSC (M) Sdn Bhd
Hitachi eBworx
Hoya Lens Manufacturing Malaysia
iFast Financial
Ilens Sdn Bhd
Intercos Asia Pacific Sdn Bhd
International SOS (M) Sdn Bhd
Isatec
Jebesen & Jessen Communication
Solutions Johnson Controls (M)
Khazanah Nasional Bhd
Kraiburg TPE Technology (M) Sdn Bhd
Kumpulan Wang Persaraan (KWAP)
KYY Empire
Linatex Rubber Products Sdn Bhd
LVD (Malaysia) Sdn Bhd
Malaysia Institute of Accountants
Malaysian Hoya Lens Sdn Bhd
MCIS
Measat Broadcast Network System
MELCO Sales Malaysia Sdn Bhd
Melinau Shipping Sdn Bhd

Merchantrade Asia Sdn Bhd
MIDA
MNRB Holding Bhd
NS BlueScope Malaysia Sdn Bhd
One Drop Sdn Bhd
Pacific Mutual Fund Bhd
Parkway Pantai
Pastry Pro
PBAPP
Perodua
Pestech Sdn Bhd
Pharmaniaga Research Centre Sdn Bhd
PHHP Marketing (M) Sdn Bhd
Popular Bookstores
Pos Malaysia
Possehl Electronics (M) Sdn Bhd
PPG Performance Coatings (M)
Prasarana
Prince Court Medical Centre
Prokhas Sdn Bhd
Prometric Technology Sdn Bhd
ProMinent Malaysia
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
Secret Recipe
Siemens Healthcare Sdn Bhd
Silverspoon International College
Sime Darby Rent A Car Sdn Bhd
Star Publications (M) Bhd
Stolthaven (Westport) Sdn Bhd
SunPower Malaysia Manufacturing
Swift Support Services Malaysia
Syarikat Bekalan Air Selangor Sdn Bhd (SYABAS)
Syarikat Pemasaran Karyaneka
Tele-Paper (M) Sdn Bhd
Tepat Teknik Sdn Bhd
Terumo Malaysia Sdn. Bhd.
Telekom Malaysia
The Chicken Rice Shop (TCRS Restaurants)
Thumbprints Utd Sdn Bhd
TM Net Sdn Bhd
Uni. Asia Life Assurance Bhd
Universiti Teknologi Petronas
Vanbreda International
Western Digital
View Point Research Corporation
Visual Solution
Vital Four Medical
Vivahomes Realty
YTL Cements
Zurich Insurance Berhad

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**

“Thank you for the training, the training is really useful to be adapt and used in real working environment. Kudos to Mr Jeremy and team for this training.” - **Supervisor, Grand Millenium KL**

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

31st

Session Since 2010

96%

Score on Trainer’s
Feedback
(November 2024)

258

Numbers of participants
that have joined this
course (public workshop)
since 2010

Qualifications/ Professional:

- Bachelor of Business (HRM) from Swinburne University of Technology

Certifications:

- Certification - Kaplan Professional Development,
- Certification IV - Workplace, Training & Assessment,
- Mastering Peak Performance – D.Dorr Assoc, Canada,
- Certificate in Personnel Management (CIPM) – Institute of Personnel Management, Malaysia,
- HRD Corp TTT Certified and Accredited Trainer (PSMB)



Worked Experience(based on Industry):

- Worked in Retail, Manufacturing, Property, Advertising, Insurance

Significant Achievement:

- He has 25 years of experience in human resources, consulting, training, advertising and marketing.
- He brings with him a wealth of experience in various fields such as manufacturing, hospitality, travel, banking, insurance, retail, logistics and various government link companies (GLC's).
- He has extensive knowledge and experience of working with multicultural groups whilst residing in Malaysia and having delivered training programmes throughout South East Asia in many different countries including Singapore, Indonesia, South Korea, Bangladesh and India.
- Fabian specializes in all aspects of the development of the human capital to support and meet business objectives, especially in Customer Service, Team Building, Communication Skills and Supervisory Skills.
- He has delivered training for these programmes to a wide range of clients in both the private and public sector with consistently good feedback and results.

Testimonies:

- *"Has excellent communication skills and delivers results"*- **OFFICE MANAGER, ACCENTURE MALAYSIA**
- *"Thoroughly enjoyed his teambuilding training. Excellent activities that can be related to the workplace."*
- **HR MANAGER, LOFSA**
- *"With him learning is fun and interesting. Makes you think out of the box."* - **HR MANAGER, HITI ENGINEERING**
- *"One of the best training sessions I have ever attended."* - **CEO, SURE REACH WORLDWIDE COURIER SERVICES SDN BHD**
- *"Practical hands-on approach. Makes his training interesting and informative."*
- **OPERATIONS HEAD, OPCOM CABLES SDN BHD**
- *"Good approach and methodology. Liked his style."* - **HR MANAGER, PNE ELECTRIC SDN BHD**

Our Clients

AB Mauri	DKSH Malaysia	Luno	ResMed
ACSON Malaysia	Duopharma	Lexus	RHB Bank
AEON Credit	E.H. Utara Holdings	llaollao	RHB Insurance
Affin Holdings	Eastern Pacific Industrial Corporation	Maclean Services	RIA IME
Agensi Kaunseling & Pengurusan Kredit (AKPK)	Edaran Otomobil Nasional	Mah Sing Group	Ricoh
Agro Bank	Edaran Tan Chong Motor	Majlis Amanah Rakyat (MARA)	Robert Bosch
AHAM Asset Management	ELK Desa	Malakoff Utilities	Royal Selangor Marketing
AIA Group	ELKEN	Malaysia Airlines	Samsung Malaysia
Air Asia	Entegris	Malaysia Airports	Sanofi-Aventis
Airfoil Services	Envo BPO	Malaysian Life Reinsurance	Sarawak Energy
Air Liquide	Eppendorf	Malaysian Rubber Council	Sarawak Information Systems (SAINS)
Air Selangor	Etiga Insurance	Malaysian Resources Corporation	Sarawak Metro
Ajinomoto	EXACT Malaysia	Mandarin Oriental Kuala Lumpur	Schlumberger
Al-Futtaim	Exxon Mobil Corporation	Manpower Staffing Services	Seagate
Al Rajhi Bank	F&N Dairies (Malaysia)	Manulife	Securiforce Logistics
Alam Flora	Felda Group	Mary Kay	Securities Industry Development Corporation
Alliance Bank	Fibertex Personal Care	Mass Rapid Transit Corporation	SEGi College
Allianz	FireFly	Maxis	Senheng Electric (KL)
Amanah Raya	FoodPanda Malaysia	Maybank Group	Shangri-La Hotels
Amanah Saham Nasional (ASNB)	Fuji Xerox Malaysia	Mazars	Shell
AmBank	Fujitsu Telecommunications	MBSB Bank	Siemens Group
Amcorp	Gamuda	MCIS	Silverlake
AmGeneral Insurance	GCH Retail	MCMC	Sime Darby
Amway	General Electric	Measat Broadcast Network Systems	SME Bank
Apex Dental	Generali Insurance Malaysia	Media Prima	SME Corp
ASTRO	Gene Martino	Mercedes-Benz Malaysia	Sony EMCS
Atomy	Genting Malaysia	Merchantrade Asia	Sonoco Products
Auto Bavaria	Gleneagles Kuala Lumpur	Mesiniaga	SP Setia
Averis	Golden Screen Cinema	MIDA	SRG Asia Pacific
AXA Group	GRAB Malaysia	Microsoft	Standard Chartered Bank
B Braun Medical Industries	Grand-Flo	MIDF Property	Star Publication
Bacteria Free Water Filter	Grand Millennium Hotel	MIMOS	StemLife
Baker Hughes Malaysia	Great Eastern	MISC	Success Electronics
Bangkok Bank	Gucci (Malaysia)	MIT Insurance Brokers	Sudong (Singtel)
Bank Islam	GuocoLand	Mitsubishi Motors	Sumitomo Mitsui Banking Corporation
Bank Rakyat	Habib Jewels	MMC Corporation	Sunpower Malaysia Manufacturing
Bank Muamalat	Hai-O Enterprise	MNRB Holdings	Sunway Group
Bank Negara Malaysia	Halal Industry Development Corporation	Monash University	Suruhanjaya Syarikat Malaysia (SSM)
Bank of China	HAVI Logistics	Mr. D.I.Y	SWIFT Support Services Malaysia
Bank of Maldives	HealthMetrics	MSIG Insurance	Symphony BPO
Bank Simpanan Nasional	Heineken Malaysia	Mydin Mohamed Holdings	Takaful Ikhlas
BASF Petronas Chemicals	HeiTech Padu	MYOB Asia	Taylor's University
Bausch & Lomb	HELP University College	NAIM	Telecontinent
BBDO Asia	Hilti Asia IT Services	Nanyang Press	Tele-Flow
BD Agriculture	Hitachi eBworx	Naza TTDI	Telekom Malaysia
Berjaya Sampo Insurance	Honda Malaysia	NEC Corporations of Malaysia	TGV Cinemas
Bermaz Motor Trading	Honeywell	Nestle Products	The Food Purveyor
BigPay	Hong Leong Group	Nike Sales Malaysia	The Hilton Group
Blackhem	Hospital Pusrawi	Nirvana	The New Straits Times Press
BMW Group	HSBC Bank	Nistrans	TIME dotcom
Bonuslink	Hua Yang	Nokia	TMC Care
Boustead	Huawei Technologies	Northport	TNB
Bridgestone	IBM Malaysia	NS BlueScope	TNT Worldwide Express
British Council	IBPO Group	OCBC Bank	Tokio Marine Insurans
Brother International	iFast Service Centre	OMRON Malaysia	Top Glove
Bursa Malaysia	IJM Corporation	Pacific Mutual Fund	Toshiba
ByteDance (TikTok)	IKEA Malaysia	Panasonic	Touch 'n Go
Canon Marketing	Infineon Technologies	PayNet	Tourism Malaysia
Carlsberg	Inokom Corporation	PayPal	Toyota
CCM Pharmaceuticals	Institut Jantung Negara	Pembangunan Sumber Manusia (PSMB)	Toyota Capital
Celcom	Intel Malaysia	Penang Port	Toyota Tsusho
Cement Industries of Malaysia (CIMA)	International Medical University	Penang Skills Development Center (PSDC)	Toyo Tyre
Cerebos	International School of Kuala Lumpur (ISKL)	Perkeso	U Mobile
Chin Hin Group	INTI College	Pernec	UEM Group
Chuan Huat Resources	IOI Group Corporation	Perodua	UITM
Chubb Insurance	IPG Mediabrands	Petronas	UKM Group
CIDB	Iskandar Investment	Pfizer	UMW Group
Cigna International Health Services	Jobstreet Malaysia	Pharmaniaga	United Overseas Bank (UOB)
CIMB Bank	Johnson Controls	PHHP Marketing	UOA Group
Cisco Systems Malaysia	Johor Corporation	PLUS	VADS
Citibank Malaysia	Johor Port	Pokka Ace	Vale Malaysia
ClubMed	Jotun Paints	Polyplastic	ViewPoint Research Corporation
Columbia Asia	Juristech	Pos Malaysia	Volvo Malaysia
Continental Tyre PJ Malaysia	KDU College	PPG Coatings	Wasco Berhad
Credit Guarantee Corporation	Kementerian Kesihatan Malaysia	Prasarana	Waterco
CTOS Data System	Kementerian Pelajaran Malaysia	Primer Kenrich	Watsons Personal Care Store
Cuckoo	Kenanga Investment Bank	Prince Court Medical Centre	Weir Minerals
Cycle & Carriage	Kerry Ingredients	Prokhas	Western Digital
Daikin Refrigeration Malaysia	Khazanah Nasional	Prometric Technology	Wilmar
Danone Dumex	KLK Oleo Group	ProMinent Fluid Controls	WISE Payments
DayThree	KPJ Healthcare	ProtectHealth Corporation	Worldline
Dagang Net Technologies	KPMG Malaysia	Proton Holdings	X-FAB Sarawak
Decathlon Malaysia	Kumpulan Wang Persaraan (Kwap)	Prudential	Yeo Hiap Seng (Yeo's)
Dell Asia Pacific	Kumpulan Wang Simpanan Pekerja (KWSP)	PTPTN	YTL Corporation
Dhiraaghu Maldives	Kuwait Finance House	Public Bank	Zakat Selangor
DHL Group	Lee Kum Kee	QES Group	Zenith Media
Digi	Lembaga Hasil Dalam Negeri (LHDN)	QSR Brands	Zuellig Pharma
DRB-Hicom	Lembaga Tabung Angkatan Tentera (LTAT)	Reckitt Benckiser	Zurich Insurance

Capacity Building

ATCEN provides hands-on capacity building services that assist companies in developing and optimizing their business processes. Our Capacity Building services are divided into three main categories: Organizational Strategy Enhancement, Enterprise Customer Experience and Contact & Customer Interaction Centre. By supporting you on these three categories and their intersection, we can help your company develop your organization's growth and capacity.

Amanah Raya Berhad

(Malaysia's premier trustee company wholly owned by the Government of Malaysia)
Service mindset and Delivery transformation for branches and Contact Centre.

Bank of China

Developed the service behaviours for front line staff in Malaysia and trained BOC Trainers from China on implementation.

Digi Telecommunications

(Mobile service provider in Malaysia)
Service Mindset and Transformation for Front Line and Contact Centre branding. Assist in the development of the SME Business Sales Division.

DHL Express

Process improvement and training development of Customer Interaction Centre.

Employees Provident Fund (KWSP)

(Malaysia's and one of the world's oldest provident funds)
Part of KWSP Transformation Implementation. Managed the People and Mindset Segments of the Project. Been involved since 2010 and ongoing.

interTouch

Improving the CX experience and Contact Centre process for global operations.

Maybank

(Malaysia's largest financial services group and the leading banking group in South East Asia)
Setting up of Maybank Group Contact Centre with Hewlett Packard as the Project Leader.

Bank Rakyat

Consulting, Training and Auditing their new Contact Centre setup.

CIMB

(Leading ASEAN universal bank and one of the region's foremost corporate advisors)
Front Line and Contact Centre transformation and roll out Regionally. This was delivered during CIMB group restructuring in 2006-2007.

Dell

Regional trainer for their global customer initiative

Etika

(Leading insurance and takaful business in ASEAN. It is part of the Malaysian banking group, Maybank)
Supported the re-branding of Maybank Ageas to ETIKA. Involved in Value and CX immersion of Branches and Contact Centre.

Hong Leong Bank

(Major public listed banking group in Malaysia)
Developed and Trained the Touch CX Spirit in HLB. Involved in numerous CX initiatives across several divisions and overall trained nearly 80% of their total staff-force.

Maxis

(Leading communications service provider in Malaysia)
Upskill and Develop the SME Division employees and partners. Includes digitalisation education of the various platforms as Maxis becomes a technology company. Been involved since 2016 and ongoing.

SP Setia Berhad

Developing and enhancing the CX and interaction process in HQ and Branches.

**For more info and
Registration Form,
please contact:**

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e-mail to:
info@atcen.com**