


PUBLIC WORKSHOP

NEXT-GEN SUPERVISORY SKILLS

Venue : Wyndham Grand Bangsar, Kuala Lumpur

Training materials provided in digital format
(in support of ESG initiative)

Start a conversation with our AI Assistant 



Contact us

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Workshop Description

This two-day programme equips supervisors with the skills and tools needed to manage people and tasks effectively. Participants will explore the expectations of their role, understand how to communicate across levels, and support team execution in alignment with business direction. The course focuses on strengthening behavioural consistency, building trust, and applying structured approaches to delegation, feedback, and performance. Supervisors will leave with practical strategies to guide their teams, manage outcomes, and adapt with confidence in fast-moving environments.



www.atcen.edu4u.today

Workshop Learning Objectives

This programme aims to equip supervisors with the ability to:

- Understand their position within the organisational structure and flow
- Align team efforts with daily operational goals and business direction
- Build team trust by role modelling professionalism, integrity, and accountability
- Apply emotional intelligence to support and communicate with different people
- Prioritise tasks and delegate clearly, based on urgency, complexity, and team capacity
- Support team members through feedback, guidance, and development conversations
- Monitor performance using structured tools and take appropriate action
- Adapt effectively to changing situations, team dynamics, and operational pressures

Workshop Learning Outcomes

By the end of the programme, participants will be able to:

- Describe their supervisory role as a connector between teams and organisational goals
- Communicate clearly across reporting lines and support departmental coordination
- Apply the KSAM model (Knowledge, Skill, Attitude, Motivation) to reflect self-awareness
- Recognise and adapt to common workplace behaviour styles using emotional intelligence
- Use the Urgent and Important Matrix and delegation filters in daily task decisions
- Conduct developmental and behavioural feedback using the BIS model (Behaviour, Impact, Suggestion)
- Identify how to support or redirect staff based on their skill level and motivation
- Adapt effectively to changing situations, team dynamics, and operational pressures

Workshop Outline / Agenda

Day 1

9am – 10:30am

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
- Head – Heart – Hand Mindset

10:45am – 1pm

Module 2: Understanding the Organisation – From Structure to Strategy

- The Structure of an Organisation
- Where Supervisors Fit in the Bigger Picture
- From Vision to Daily Action: Translating Strategy into Execution
- The Supervisor's Role in Upward, Downward and Lateral Communication
- Being the Linking Pin: Connecting Departments and Levels

2pm – 3:30pm

Module 3: The Role Model

- The Importance of Being a Role Model to Your Subordinates
- Building a Positive Mindset to Supervise More Effectively
- KSAM: Knowledge, Skill, Attitude, Motivation
- Trust, Integrity and Consistency at Work
- Replacing Limiting Beliefs with Empowering Behaviour

3:45pm – 5pm

Module 4: Engaging the Team

- Developing Positive Engagement with Your Team
- Application of Emotional Intelligence (EQ)
- Understanding Common Behaviour Styles at Work
- What Motivates Different Team Members
- Building a High Trust, High- Connection Team Environment

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

Module 5: Organising and Delegating the Work

- How to Prioritise Tasks Using the Urgent/Important Matrix
- Time- Cost- Quality Triangle
- What to Delegate and What Not To
- Delegation with Clarity and Accountability
- Supervisor Habits that Built Independence and Ownership

10:45am – 1pm

Module 6: Develop Your Team

- Recognising Potential and Supporting Growth
- Creating Development and Performance Goals
- Using the BIS Model: Behaviour – Impact – Suggestions
- Encouraging Self-Reflection and Learning Through Feedback

2pm – 3:30pm

Module 7: Managing Performance the Right Way

- Managing with Clear Expectation and SMART Goals
- Monitoring Progress and Behaviour Consistently
- Using the Skill vs Will Matrix
- Taking Corrective Action the Right Way
- Creating a Culture of Accountability and Support

3:45pm – 5pm

Module 8: Agility in Action – Thinking Fast, Leading Smart

- Why Agility Matters for Today's Supervisors
- Leading Confidently Through Change and Uncertainty
- Real-Time Response: Managing Sudden Workplace Disruptions
- Agility Language: What to Say When Plans Shift
- Activity-Based Learning: Adapt and Lead Simulation Adapt

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

348 Sentral Sdn Bhd	EMA Global Assistance Sdn Bhd	MELCO Sales Malaysia Sdn Bhd	Shell Deepwater Borneo Limited
Able Consolidation	Eppendorf	Melinau Shipping Sdn Bhd	Sapura Resources Berhad
Acson (M) Sales & Service Sdn Bhd	Etiqa Insurance & Takaful	Merchantrade Asia Sdn Bhd	Sarawak Shell Bhd
Activia Nutrition Sdn Bhd	Eurocopter Malaysia Sdn Bhd	MIDA	Secret Recipe
Affin Hwang Asset Management	Expedite Freight Forwarder Sdn Bhd	MNRB Holding Bhd	Siemens Healthcare Sdn Bhd
Ambank Group	Fibertex Personal Care Sdn Bhd	NS Blusecope Malaysia Sdn Bhd	Silverspoon International College
Amsteel Mills	Finexus International Sdn Bhd	One Drop Sdn Bhd	Sime Darby Rent A Car Sdn Bhd
Asiankom	FlyFirefly	Pacific Mutual Fund Bhd	Star Publications (M) Bhd
Autokeen Sdn Bhd	GHL System Berhad	Parkway Pantai	Stolthaven (Westport) Sdn Bhd
Bangkok Bank Berhad	Grand-Flo Spritvest Sdn Bhd	Pastry Pro	SunPower Malaysia Manufacturing
Bank Islam (M) Berhad	Hapag-Lloyd Business Services	PBAPP	Swift Support Services Malaysia
Bank of China	Hamilton Sunstrand CSC (M) Sdn Bhd	Perodua	Syarikat Bekalan Air Selangor Sdn Bhd (SYABAS)
Bank Negara Malaysia	Hitachi eBworx	Pestech Sdn Bhd	Syarikat Pemasaran Karyaneka
Best Builder Management Sdn Bhd	Hoya Lens Manufacturing Malaysia	Pharmaniaga Research Centre Sdn Bhd	Tele-Paper (M) Sdn Bhd
Big Dutchman	iFast Financial	Phd	Tepat Teknik Sdn Bhd
Biomarketing Services (M) Sdn Bhd	Ilens Sdn Bhd	PHHP Marketing (M) Sdn Bhd	Terumo Malaysia Sdn. Bhd.
BMS Diagnostics (M) Sdn Bhd	Intercos Asia Pacific Sdn Bhd	Popular Bookstores	Telekom Malaysia
Bonuslink	International SOS (M) Sdn Bhd	Pos Malaysia	The Chicken Rice Shop (TCRS Restaurants)
Boustead Petroleum Marketing	Isatec	Possehl Electronics (M) Sdn Bhd	Thumbprints Utd Sdn Bhd
Bureau Veritas (M) Sdn Bhd	Jebsen & Jessen Communication	PPG Performance Coatings (M)	TM Net Sdn Bhd
Ceva Animal Health Malaysia	Solutions Johnson Controls (M)	Prasarana	Uni. Asia Life Assurance Bhd
Chemsain Konsultant Sdn Bhd	Khazanah Nasional Bhd	Prince Court Medical Centre	Universiti Teknologi Petronas
Cheng Hua Engineering Works SB	Kraiburg TPE Technology (M) Sdn Bhd	Prokhas Sdn Bhd	Vanbreda International
Damansara Specialist Hospital	Kumpulan Wang Persaraan (KWAP)	Prometric Technology Sdn Bhd	Western Digital
Devices World Sdn Bhd	KYY Empire	ProMinent Malaysia	View Point Research Corporation
Dewan Filharmonik Petronas	Langsura Geopark Sdn Bhd	Prudential Services Asia Sdn Bhd	Visual Solution
DiGi Telecommunications	Linatex Rubber Products Sdn Bhd	Ricoh Malaysia Sdn Bhd	Vital Four Medical
Grand Millenium KL	LVD (Malaysia) Sdn Bhd	Sabah Shell Petroleum	Vivahomes Realty
E.H Utara Holdings Sdn Bhd	Malaysia Institute of Accountants	SCB Bulk Logistics Sdn Bhd	YTL Cements
E-Response	Malaysian Hoya Lens Sdn Bhd	Securities Industry Development Corporation	Zurich Insurance Berhad
Ecolab (M) Sdn Bhd	MCIS	Seri Pacific Corporation Sdn Bhd	
Elta Fans Malaysia Sdn Bhd	Measat Broadcast Network System		

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.”



Certifications on Training:

- HRDCorp Accredited Trainer- HRDCorp
- Certified Associate Coach (CCA)
- Ilaollao Trainer - SEA
- Certified in WSET Level 1 & 2
- Certified Food & Beverage Manager

Academic and Professional Qualifications:

- E. Master's in Business Management (UMP)
- Advance Diploma in Business Management



Mr. Shailen brings with him over 14 years of hands-on experience in the Hospitality and Food & Beverage industry, where he has developed deep expertise in customer experience, team development, operations, and service quality. His career spans across international hotel chains and retail F&B brands, where he has consistently driven excellence in frontline performance and guest satisfaction.

He is currently serving as a Master Trainer for a global retail brand, where he designs and delivers structured, impactful training programs across Southeast Asia. In this role, he also leads the development of regional trainers, focusing on capability building, coaching, and the consistent execution of brand standards across all markets. Mr. Shailen holds several professional certifications that reflect his commitment to excellence in people development.

He is recognized for his clear, practical, and structured approach to training, translating real operational challenges into actionable, on-the-ground learning experiences. His works are known to be rooted in practicality, ensuring that teams not only learn—but execute—with confidence and consistency.

Mr. Shailen's work focuses on improving customer experience by building team ownership, reinforcing critical service behaviors, and ensuring consistent delivery across all touchpoints. His approach goes beyond training, it builds a culture of excellence that drives lasting performance improvements.

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	Etiqa 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	MCS	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

Etiqa

(Leading insurance and takaful business in ASEAN. It is part of the Malaysian banking group, Maybank)
Supported the re-branding of Maybank Ageas to ETIQA. 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.

Enroll For Our *Practical English*

READ, LISTEN, VOCABULARY & GRAMMAR

Practical English is a digital learning platform with 420 content-rich lessons designed for the working adult.

Introductory price of
RM200 /user
for Practical English (112 days access) with every sign up of ATCEN's Public Course!

READ, LISTEN, VOCABULARY & GRAMMAR



For 112 days, using the automated competency diagnostic available on Practical English 7, each participant can learn English based on their individual ability from the 420 lessons available.

By completing self study lessons (online), participants can improve their reading, listening, vocabulary and grammar proficiency with our digital learning programs.

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- All Blended Learning lessons materials (online and classroom) are developed by Reallyenglish.
- Grammar: 119 lessons, Listening: 150 lessons, Reading: 151 lessons. Total 420 lessons.
- Practical English adaptive algorithms customises learning for each learner.
- Continuous assessment in each lesson to measure learner progress.
- Weekly coaching email to motivate.
- Seamless user experience from desktops to mobile devices.
- Easy to determine ROI with completion of lessons that are graded.

Step 1: Complete Grammar, Reading & Listening diagnostic test.

Step 2: From the diagnostic test, the learning system algorithm recommends lessons based on competency level.

Step 3: Start your lessons for 17 weeks (112 days), with 420 graded lessons available.

Step 4: Complete 70 lessons in 112 days and print the Certificate of Completion.

