

EFFECTIVE SUPERVISORY SKILLS WORKSHOP

Date : 24th – 25th August 2016
Venue : Vistana Hotel, Kuala Lumpur

Workshop Description

The Effective Supervisory Skills Workshop provides proven solutions, workable tools and essential skills to develop the management and supervisory skills of a supervisor.

The workshop is comprehensively developed to be practical in its delivery to ensure that the supervisory practices the 5 key skill areas and project themselves to their subordinates as a role model.

Workshop Learning Objectives

- Understand the characteristics of an effective Supervisor
- Learn the necessary skills to guide people
- Learn to organize the work to ensure efficiency and effectiveness
- Consistently enhance the competency of the people
- Manage the performance of the people
- Enhance and improve the relationship with their people
- Be a role model to the people

Who Should Attend?

- Supervisors
- Line Leaders
- Managers
- Executives – in transition

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.

Training Methodology

The training methodology will be based on the ATCEN PEAK methodology. This will include:

- High impact short lectures
- Experiential learning activities
- Audio and visual learning enhancements
- Knowledge sharing
- Case studies and analyses
- Instant feedback from the facilitator

Facilitated & Marketed by:

ATCENSM

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?
- The 5 Key Skills of a Supervisor
- Characteristics of an Effective Supervisor

Module 2: Guiding the Work

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

Module 3: Organizing the Work

- Know the Resources Available To You
- Understand the Competency Level of Your People
- The Importance of Delegating the Right Job for the Right Individual at the Right Time

Module 4: Developing Your Staff

- Guiding them Through Supportive Communication
- Asking them for Their Opinions
- Learn Simple Coaching Technique for Effective Results

Module 5: Managing Performance

- Communicating The Understanding of Your KPIs
- Providing Feedback and Removing Their Obstacles
- Motivating Your Subordinates

Module 6: Managing Relationship with Your People

- Confronting People With Tact
- Identifying Root Causes to Problems
- Making Decisions on People Issues

Module 7: Be The Role Model

- Do What You Say
- Managing Your Priorities
- Eliminating Typical Procrastination

Program Facilitator

Jayanth Kumar (Jay)

Jay is a Training Consultant for ATCEN Sdn. Bhd. that is part of the ATCEN Group – The People Development Expert. He believes in the potential of people, and has an innate passion for the development of an individual in any environment.

Graduated with a Diploma in Computer Studies from the National Center of Computers (NCC) from the United Kingdom and attained honors in BSc in Psychology and Communication from Upper Iowa University in the United States. He is a certified professional trainer under ARTDO International. Jay has 13 years of actual work experience in different respective fields. 6 years of that in a multi-national company dealing with IT, 3 years in sales management for a hotel and the rest in the service industry. Within these years of experience, he has accomplished different ad-hoc projects, such as producing and conducting major corporate events and team-buildings, apart from just training making him very versatile, adaptable and experienced in known working environments. Jay has training experience with reputable multi-national and local companies such as F-Secure Corporation, DHL, Standard Chartered Bank, Celcom Axiata, My Clear, Hong Leong Bank, Telekom Malaysia, Taylors University, AmBank, A&H Meyer and Meliã Kuala Lumpur Hotel to name a few.

Jay is an inspirer, motivator and go-doer that is highly motivated in enhancing and developing skills in others. He has sufficient experience in IT technical skills as a support engineer and a trainer, at the same time experienced in the call center quality management, but most of all in Customer Experience. He also has a strong record in delivering sales targets, yet poised and competent in the service industry such as managing a customer service department with difficult customers or in the F&B industry. He has a passion for academics and skills improvement under creative proactive means. A trainer, coach, teacher or facilitator experienced in providing highly efficient customer service, leadership and presentation skills training over the years.

He has an ability to maintain a good sense of humor at the same time able to connect with participants. Jay is able to bring learning content to its mark and much capable of having fun while learning with all ages.

Jay lives by a quote from a classic Greek philosopher, Socrates that an “unexamined life, is a life not worth living”.

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

348 Sentral Sdn Bhd	Fibertex Personal Care Sdn Bhd	Pacific Mutual Fund Bhd
Acson (M) Sales & Service Sdn Bhd	Finexus International Sdn Bhd	PBAPP
Activia Nutrition Sdn Bhd	FlyFirefly	Pestech Sdn Bhd
Affin Hwang Asset Management Berhad	GHL System Berhad	Pos Malaysia
Ambank Group	Hamilton Sunstrand CSC (M) Sdn Bhd	Possehl Electronics (M) Sdn Bhd
Asiankom	Hoya Lens Manufacturing Malaysia Sdn bhd	PPG Performance Coatings (M) Sdn Bhd
Autokeen Sdn Bhd	Ilens Sdn Bhd	Prokhas Sdn Bhd
Bangkok Bank Berhad	Intercos Asia Pacific Sdn Bhd	Prometric Technology Sdn Bhd
Bank Islam (M) Berhad	International SOS (M) Sdn Bhd	Prudential Services Asia Sdn Bhd
Bank of China	Jebsen & Jessen Communication Solutions (M) Sdn Bhd	SCB Bulk Logistics Sdn Bhd
Biomarketing Services (M) Sdn Bhd	Johnson Controls (M) Sdn Bhd	Seri Pacific Corporation Sdn Bhd
BMS Diagnostics (M) Sdn Bhd	Khazanah Nasional Bhd	Shell Deepwater Borneo Limited
Bureau Veritas (M) Sdn Bhd	Linatex Rubber Products Sdn Bhd	Star Publications (M) Bhd
Cheng Hua Engineering Works Sdn Bhd	Malaysia Institute of Accountants	Stolthaven (Westport) Sdn Bhd
Damansara Specialist Hospital	Malaysian Hoya Lens Sdn Bhd	Syarikat Pemasaran Karyaneka Sdn Bhd
Devices World Sdn Bhd	MCIS Zurich Insurance Berhad	Tele-Paper (M) Sdn Bhd
Dewan Filharmonik Petronas	MELCO Sales Malaysia Sdn Bhd	Tepat Teknik Sdn Bhd
DiGi Telecommunications	Melinau Shipping Sdn Bhd	Terumo Malaysia Sdn. Bhd.
Ecolab (M) Sdn Bhd	Merchantrade Asia Sdn Bhd	Thumbprints Utd Sdn Bhd
Eppendorf	MNRB Holding Bhd	Uni. Asia Life Assurance Bhd
Etiqa Insurance & Takaful	NS Blusecope Malaysia Sdn Bhd	Universiti Teknologi Petronas
Eurocopter Malaysia Sdn Bhd	One Drop Sdn Bhd	Vanbreda International
		View Point Research Corporation Sdn Bhd

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 Sdn Bhd

“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

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

13th
SESSION SINCE
2011

91%
Score on Trainer's
Feedback – Last
Session
(April 2016)

124
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**