



Effective Supervisory Management Skills

January 23 - 24, 2019 | 9.00am - 5.00pm | Shah Alam Convention Centre

FACILITATOR

Ms Amy Wan-Ratos has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. Her corporate experience in Japanese and American firms instilled a fierce determination and paradigm that we are all born to win! Having been through transformational stages in these firms, Amy was totally involved in motivating the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneering training team that was awarded recognition from the HQ. In Xerox, she managed the customer satisfaction programme which was awarded the Malcolm Baldrige Award. Amy has facilitated many workshops in Malaysia, Philippines, Taiwan, Indonesia, Canada and the USA that include leadership, adventure learning, assertive communication, personal realisation and awareness, performance appraisal, customer satisfaction, counselling, EQ, trust and confidence and public speaking skills. Amy is certified and licensed by 6 Seconds (USA) to conduct its EQ workshops. She is also a Master Trainer of the Integrative Learning System in Asia, responsible for continuous research and certification of facilitators. An articulate and fluent speaker, Amy has been the winner of national and international speech contests.

WHO SHOULD ATTEND

Department Heads, Executives, Officers, Supervisors, Potential Supervisors and others whose duties include supervision of a group of subordinates

IN-HOUSE TRAINING AVAILABLE

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

OBJECTIVES

- Improve proficiency in 6 key skill areas
- Identify skill strengths and weaknesses
- Understand the keys to effective planning, prioritising and coaching
- Build productive relationships with other colleagues
- Build advanced communication skills to be effective supervisors
- Use the model of feedback system
- Align with corporate goals of a result-driven culture
- Have a follow-up Personal Action Planner to continuously practice and apply techniques and skills learned

CONTENTS

- Putting Your Priorities to Work
- The Four Quadrants of Time Management
- Leadership
- Coaching
- Effective Communication Skills
- Interpersonal Skills
- Types of Personalities
- Teamwork and Managing Change
- Application to Workplace

ADMINISTRATIVE DETAILS

Dates : **January 23 - 24, 2019**

Time : 9.00 am – 5.00 pm

Venue : **Shah Alam Convention Centre**

No. 4 Jalan Perbadanan 14/9

40000 Shah Alam, Selangor Darul Ehsan

Fees : FMM Members – RM 1,300 per participant

Non Members – RM1,600 per participant

(Fees include course materials, Certificate of Attendance, lunch and refreshments)

*** Enjoy 10% for registration of two (2) and 20% discount for registration of three (3) or more participants from the same organisation and of the same billing source.**

For further enquiries, please contact:

Siti Nazihah / Azrini

FMM Institute

Tel: 03-62867200 Fax: 03-62776712

Email: training@fmm.org.my

Visit us at: www.fmm.edu.my

REGISTRATION FORM

Effective Supervisory Management Skills

January 23 - 24, 2019 (Wednesday-Thursday)

Shah Alam Convention Centre

The Manager
FMM Institute
Tel: 03-62867200
Fax: 03-62776712

Please tick (✓) accordingly:
PSMB Scheme: SBL Non Contributor
Require vegetarian meal: Yes No

Dear Madam,
Please register the following participant(s) for the above programme:
(To be completed in **BLOCK LETTERS**)

1. **Name** **Designation** **E-mail**

Nationality **IC No.**

2. **Name** **Designation** **E-mail**

Nationality **IC No.**

3. **Name** **Designation** **E-mail**

Nationality **IC No.**

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. _____ for RM _____

being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: _____

Designation: _____ E-mail: _____

Company: _____ FMM Membership No.: _____

Address: _____

Tel No.: _____ Fax No.: _____ Date: _____

My Corporate Identity No.: _____