



Effective Supervision Achieving Excellent Performance

Administrative Details

Date	: November 17 - 18, 2021 (Wed-Thu)
Time	: 9:00 am – 5:00 pm
Venue	: Remote Online Training via 'Zoom'
Fees	: RM 1,007.00 (FMM Member) RM 1,113.00 (Non member) <i>The fee inclusive Service Tax at 6%</i>
Contact Persons & Email	: Pn. Astri (astri@fmm.org.my) En. Omar (omar@fmm.org.my) Ms. Jessica (jessica@fmm.org.my)
Closing Date	: November 8, 2021
SBL-Khas code no.	: 10001100263
Training Provider	: FMM Institute Johor MYCOID: 475427W_JOHOR

Supervisors are an essential link between management and their subordinates who form the 'work-force' of an organization. They must not only be proficient in their technical skills but also develop the necessary skills to supervise and develop their subordinates so that organizational goals can be achieved.

This course is designed to give Supervisors that 'Winning-edge' by providing them with a greater understanding of managerial principles and practices. It will help them be better communicators so that they will be more proficient in their daily routines and in discharging their assigned responsibilities.



OBJECTIVES

- ⇒ Develop the necessary knowledge and skills essential for effective supervision of the work-force.
- ⇒ Expose techniques which will assist supervisors in becoming more effective communicators.
- ⇒ Make supervisors more aware of their responsibilities when managing people.
- ⇒ Help supervisors develop effective "people" skills in handling their subordinates.

TARGET AUDIENCE

Supervisors, Executives and People who are interested in achieving higher work productivity and performance

COURSE CONTENT

Module 1 Introduction to the Supervisory function

- What a Supervisor Needs to Understand
- Tasks/Activities of a Supervisor

Module 2 The Supervisor in Communication

- Importance of Communication
- The Four Essential Elements of Communications
- Barriers to Supervisory Communication
- Exercise: Communication Skills in Action

Module 3 Supervisor as Leader

- Leadership Definitions
- Qualities of a Leader

Module 4 Supervisor as Rep of Man & Management

- Representing Management to Man
- Representing Man to Management

Module 5 Developing Human Relations Skills

- Guidelines for Developing Good Human Relations
- Comparison Table of Human Relations
- 12 Ways to Destroy Human Relations
- LIKEABILITY: The Golden Bullet in Human Relations
- The Supervisor in Relationships
- Case Study – A Supervisor's Dilemma

Module 6 Motivation and Its Impact on Productive Energy

- What Motivates Me at Work
- Basic Reasons for Lack of Motivation
- Improving Worker Motivation
- Differences: Motivating and Demotivating Supervisor
- Case Study

Module 7 Delegation

- Principles of Delegation
- Golden Rules of Effective Delegation
- Barriers to Effective Delegation



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FACILITATOR - Mr. Kenneth Ng (Ic no.: 710418-01-5303) is a holder of an MBA degree from the Heriot-Watt University, UK and a Certified Training Professional (CTP) from ARTDO International. He is a certified trainer to conduct The Heart of Coaching (HOC) program, a program developed by internationally renowned guru Thomas G. Crane, USA. Kenneth has been lecturing, training and facilitating for the last 10 years in the areas of management, coaching, EQ, leadership, Managing Top Performance Through Key Result Areas (KRA), Key Performance Indicators (KPI) & Balanced Scorecard (BSC), and HRD related subjects. He has conducted training workshops for both multi-nationals and local corporations involve in both service and manufacturing sector.

He has wide exposure and experience working together with experts like Prof. Dr. Leonard Yong and Dr. Mario del Castillo – both of whom are internationally renowned trainers and presenters to many of Asia's most established and recognized organizations.

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Fees

FMM Member : **RM 1,007.00 (FMM Member)**

RM 1,113.00 (Others)

The fee inclusive Service Tax at 6% (SST Number : W10-1901-32000105)
(Fees include Certificate of Attendance)

Medium of Instruction : English

Closing Date : **November 8, 2021**

Administrative Details

Registration

- Upon Faxing/Mailing the completed Registration Form to FMM Institute, you are deemed to have read and accepted the terms and conditions. The course would also be deemed as confirmed unless informed otherwise.

Payment

- Cheques made in favour of "FMM Institute" should be forwarded a week before the commencement of each programme.
- For SBL-Khas Scheme, an Attendance of 100% is a must, in any case, employers will be billed in full.

Cancellation

- Must be in Writing with Reasons
- 7 days before the course – No payment charged
- 3 – 6 days before the course - 50% payment charged
- < 3 days before the course – Full payment charged
- Participants who did not turn-up will be charged full payment
- Replacements can be accepted at no additional cost

For further enquiries, please contact

FMM Institute Johor Branch

Pn. Astri / En. Omar / Ms. Jessica

Tel: 07-357 7613 / Fax: 07-357 7618

Email : astri@fmm.org.my / omar@fmm.org.my / jessica@fmm.org.my

REGISTRATION FORM

Dear Sir,

Please register the following participant(s) for the above programme

1 *Name : _____

*IC No. : _____

*Designation : _____

*Email : _____

2 *Name : _____

*Ic No. : _____

*Designation : _____

*Email : _____

** Required information*

Submitted by:

Name : _____

Designation : _____

Company : _____

Address : _____

Tel & Fax No. : (T) _____ (F) _____

Email : _____

Please tick (✓) accordingly:

We will be **claim under SBL-Khas Scheme** and full payment would be made to FMM Institute in the event that no disbursement from HRDF under any circumstances

We will **NOT BE CLAIMING Under SBL-Khas Scheme.**

Enclosed cheque No. _____ for RM _____ being payment for _____ participant(s) made in favour of the "FMM Institute" should be forwarded to the Secretariat **before November 17, 2021.**