



## (MC) EFFECTIVE SUPERVISORY MANAGEMENT SKILLS

OCTOBER 12-13, 2022 | 9.00AM – 5.00PM | FMM SELANGOR & KUALA LUMPUR BRANCH

### 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

### WHO SHOULD ATTEND?

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

Date : October 12 - 13, 2022

Time : 9.00am – 5.00pm

Venue : Level 2, FMM Selangor & Kuala Lumpur Branch  
No 8A, Jalan Pensyarah U1/28 Hicom Glenmarie  
Industrial Park 40150 Shah Alam, Selangor

Fees : FMM Members – RM 1,272 per participant  
Non-Members – RM 1,484 per participant

(inclusive of 6% service tax)

(Fees include course materials, meals and Certificate of Attendance)

### 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.

**For further enquiries, please contact:**

Siti Nazihah / Azrini  
**FMM Institute**

**Selangor & Kuala Lumpur Branch**

Tel: 03-55692950 / 4171 / 4471 Fax: 03-55694346

Email: [siti\\_nazihah@fmm.org.my](mailto:siti_nazihah@fmm.org.my) / [azrini@fmm.org.my](mailto:azrini@fmm.org.my)

Visit us at: [www.fmm.edu.my](http://www.fmm.edu.my) / [www.fmm.org.my](http://www.fmm.org.my)

# REGISTRATION FORM

## (MC) EFFECTIVE SUPERVISORY MANAGEMENT SKILLS

OCTOBER 12-13, 2022 (WEDNESDAY-THURSDAY)

FMM SELANGOR & KUALA LUMPUR BRANCH

FMM Institute Selangor (SST No: W10-1901-32000105 | CO ID: 475427W\_SELANGOR)

Email: [siti\\_nazihah@fmm.org.my](mailto:siti_nazihah@fmm.org.my) / [azrini@fmm.org.my](mailto:azrini@fmm.org.my)

Tel: 03-55692950/4471/4171

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

1. Name \_\_\_\_\_ Designation \_\_\_\_\_ E-mail \_\_\_\_\_

Nationality \_\_\_\_\_ IC / Passport No. \_\_\_\_\_

2. Name \_\_\_\_\_ Designation \_\_\_\_\_ E-mail \_\_\_\_\_

Nationality \_\_\_\_\_ IC / Passport No. \_\_\_\_\_

3. Name \_\_\_\_\_ Designation \_\_\_\_\_ E-mail \_\_\_\_\_

Nationality \_\_\_\_\_ IC / Passport No. \_\_\_\_\_

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

### Disclaimer

Registration is on a first-come first-served basis. 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 programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

- We will be claiming **from HRD Corp** and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.
- We will **NOT BE CLAIMING** from **HRD Corp**. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No **5-62106-64719-2**

Submitted by:

Name: \_\_\_\_\_ Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Date: \_\_\_\_\_

My Corporate Identity No.: \_\_\_\_\_