



SUPERVISORY DEVELOPMENT PROGRAMME

January 13-14, 2025 (Monday-Tuesday)
8.45 am – 5.00 pm **FMM Institute Perak**

At the end of this training, participants will be motivated to lead and supervise their staffs effectively. This course will ensure participants are able to measure the results of effective leadership and supervision. The course will also expose participants to the various strategies involved in leading and supervising their staffs. The focus of the training will emphasize on productivity improvement and problem solving that will lead to enhancement in cost, quality, speed, dependability and flexibility.



OBJECTIVES

- Use a relationship based management process that supports achieving improved business results
- Understand how their attitude affects the personal productivity of employees
- Recognise how the behaviours of effective supervisors help with the achievement of effective business results.
- Understand what actions they need to take with their employees
- Examine and align their expectations, the company's and the employee's
- Understand the importance of demonstrating a caring attitude towards employees
- Gain employee trust through the use of respect and recognition
- To improve their supervisory skills in handling problems
- To excel in ways of building teams among operators

WHO SHOULD ATTEND

This workshop is geared for all ,leaders, supervisors, managers and for all those who supervise their subordinates.

TRAINING METHODOLOGY

Highly interactive programme which engages mind stimulating case studies, group discussions, role-play and practical sessions.

TRAINER

DR PONMALAR A/P BUDDATI SANNAGY is a PSMB Certified Trainer and a Business Coach with over 20 years of training experience. Dr Ponmalar holds a Bachelor of Arts (Hons), (UKM), a Master's in Business Administration, UUM and a Doctorate in Business Administration, UUM. She is also a member of Malaysian Association of Training Providers (MATPRO), Certified Practitioner of Neuro-Linguistic Programming (ABNLP), Certified KPI Professional & Practitioner (KPI Institute), Certified Sujok Acupressure Therapist and PSMB Approved Mentor for SMEs (FIRE Programme). Ms Ponmalar has held prominent position in various MNCs in Malaysia as a Senior Production Executive, Training Executive, Quality Control Executive and Head of HR and Training Department.

DR PONMALAR has conducted many courses which includes Train The Trainer, Strategic Performance Management, Strategic Thinking and Planning, Quality Control, Scenario Planning, full spectrum of HRM, Employment Act, IR, Organizational Behaviour, Transformational Leadership, Strategic Leadership, Problem Solving & Decision Making, Critical Thinking, Customer Service, Change Management, Communication, Presentation Skills, Team Building, Marketing, Purchasing & Negotiation Skills, Business English & Business Writing and other management programmes. Some of Dr Ponmalar's notable clients for Public and In-House programmes are Boustead Petroleum Marketing, GITN, Maxcare Success, Power & Motion Control, Petronas Chemicals MTBE, God Coin Sarawak, Sri Datai Construction, Datasonic Technologies, Malaysian Diagnostics Corporation, Langkawi Cruise, Star Cruises Shipping Agency, Ibsiden Electronics Malaysia, , Labuan Liberty Port Management, Idaman Pharma, KPJ Selangor Specialist Hospital, TNB Janamanjung, Jobstreet.com Shared Services, Sabah Tourism Board, KUB Malaysia and many others. She has also coached and trained employees from Asian countries such as Singapore, India, Thailand, Vietnam, Laos, Myanmar, Brunei, Maldives, Mauritius, Cambodia, Middle East (Oman) and Indonesia.

Enquiries – please contact **Ms Vaani / Pn Eda / Ms Harvindar**
(05) 548 8660 **(05) 548 8221** fmminstituteperak@fmm.org.my

COURSE CONTENTS

PART 1: The Supervisor's Role & Competencies

- Roles and responsibilities of the supervisor
- The competency concept
- Understanding organisational culture
- Developing a network of relationships and influence
- What is supervision and relationship with workers
- Creating a productive supervisor (the importance of a win-win supervisor)
- Understand the effect of the manager's attitude on productivity.

[Activity 1: Group Discussion]

PART 2: Management Style/Team-Working

- Delegation skills and empowerment
- Management Styles
- Group dynamics and team formation
- Conflict and conformity in group situations
- Problem solving and decision making
- Managing team meetings

[Activity 2: Video & Discussion]

PART 3: Skills in Management and Supervision

- Advantages of effective leadership and supervision
- Goals of effective leadership and supervision
- Determine the demographics of your employees.
- Recognise the obstacles you have to by applying L.E.A.R.N.
- Recognise the critical importance of relationships.
- Determine how to develop relationships to achieve results.
- Identify the two "Main Things" your employees need.
- Recognise the interdependence of manager actions and employee success.
- Implement a Miniature Action Plan of increased management actions to support the work unit.

[Activity 3: Group Discussion]

PART 4: Problem Solving and Decision Making

- Problem solving and decision making skill
- PDCA - Deming Cycle
- The 5 Step Model
- How to define problems
- How to identify potential problems and plan appropriate action
- How to use lateral, creative and brainstorming techniques to find solutions to problems.
- How to identify and resolve weaknesses in their own problem solving ability
- How to communicate solutions to problems
- How to make more effective workplace decisions

[Activity 4: Case Study]

PART 5: Employee Performance Management

- Setting goals.
- Supporting employee motivation
- Observing and giving feedback
- Conducting performance appraisal
- Addressing performance problem
- Firing employees
- Managing conflicts

- Employee Training
- Orienting new employee
- Job training
- Coaching
- Supporting
- Delegating

[Activity 5: Video & Discussion]

PART 6: How to improve Job performance

- Job enrichment for supervisors
- Job enlargement for supervisors
- Importance of attitude changes towards cost, quality, speed, dependability and flexibility
- Expectations of subordinates from supervisors
- Organizations role in enhancing supervisory performance

[Activity 6: Video & Discussion]

PART 7: Communication

- What is communication?
- Spontaneous communication.
- Apply two principles that will increase your effectiveness when communicating with employees.
- Four communication skills.
- Identify your style of communicating.
- Identify the communication styles of your employees.
- Increase your communication effectiveness by adapting your communication style to your employee's style.
- Practise skills to adapt and mirror communication styles.

[Activity 7: Role Play]

PART 8: Providing Performance Feedback

- Objectively recognise the need for a feedback session.
- Collect meaningful and accurate information to conduct a feedback session.
- Provide specific information during a feedback session.
- Provide frequent and well-timed feedback sessions.

[Activity 8: Role Play & Discussion]

PART 9: Motivating Through Empowerment

- Value empowerment as an effective management practice to gain trust.
- Increase commitment from employees by coaching them to think for themselves.
- Identify how to overcome fears around empowerment.
- Develop skills of empowerment through effective delegation.

[Activity 9: Video & Discussion]

PART 10: Personal Effectiveness & Time Management

- Assertiveness
- People problems and problem people
- Constructive criticism – giving and receiving
- Discipline
- Managing time with other people in mind
- Understanding stress and managing stressed staff

[Activity 10: Video & Discussion]

COURSE DETAILS

Date **January 13-14, 2025 (Monday-Tuesday)**
Time **8.45am - 5.00pm**
Venue **FMM Institute Perak**
No 1, Lorong Raja DiHilir,
30350 Ipoh, Perak
Medium of Instruction **English**
CPD **14 hours**
Fees **Members RM1,134.00/pax**
 Non-Members RM1,296.00/pax
(Fees inclusive of Service Tax at 8%, Course Materials, Refreshment, Lunch and Certificate of Attendance)

Closing Date:
JANUARY 6, 2025

ADMINISTRATIVE DETAILS

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak** ■ MyCoID : **475427W_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

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.
- Will be based on First-Come-First served basis.

PAYMENT

- Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Perak.
- For **HRD Corp Claimable Course**, an **Attendance of 100%** is a **must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**

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

~ Registration Form ~

SUPERVISORY DEVELOPMENT PROGRAMME

FMM Institute
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name	Designation	
		HP No	
	NRIC	Email	
2.	Name	Designation	
		HP No	
	NRIC	Email	
3.	Name	Designation	
		HP No	
	NRIC	Email	

(Please attach a separate list if space is insufficient)

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- We **will be claiming from HRD Corp** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances
- We will **NOT BE CLAIMING from HRD Corp**. Enclosed cheque/bank draft No _____ for RM _____ being payment for _____ participant(s) made in favour of the "**FMM Institute**".

Submitted by:

Name:	Designation:		
Company:	Tel:	Fax:	
Address:			
Email:	FMM Membership No		