



Effective Supervisory Skills

EFFECTIVE SUPERVISORY SKILLS

Date: 13th – 14th October 2009

Venue: ATCEN Learning Center, Damansara Perdana, P.J.

Organized By: **ATCEN**™ ACADEMY

Workshop Description

The Effective Supervisory Skills workshop provides proven solutions, workable tools and essential skills to develop supervisory skills of a manager, supervisor or team leader. The participant will learn personal, interpersonal, and group skills necessary to reduce the gap between a good to an excellent team leader and manager.

Workshop Objectives

- To be aware of individual strengths and weaknesses in managing others;
- To develop effective interpersonal skills;
- To develop creative problem solving skills;
- To understand the importance of effective decision making;
- To understand the approaches in fostering a motivating work environment;
- To be aware of the issues involved in managing conflict.

Who Should Attend?

- Managers
- Team Leaders & Supervisors
- Potential Team Leaders



THE 3RD ASIA PACIFIC
SUPER EXCELLENT BRAND
SERVICE EXCELLENCE
AWARD WINNER

The Asia Entrepreneur Alliance Worldwide awarded the 3rd Asia Pacific Super Excellent Brand Award - Service Excellence to ATCEN Sdn Bhd in January 2008.

The organizing committee highlighted that ATCEN is recognized as a brand leader that produces high quality, stylish products and services on a regional level, and will always be in the forefront of high quality performances.

Effective Supervisory Skills Workshop

Workshop Chronology

Day 1:

- 0900 **Introduction**
- What is Effective Supervisory Skills?
 - How to Develop and Complement Both Skills
 - Developing the 7 Effective Supervisory Skills
- 1030 Tea Break
- 1050 **Module 1: Developing Planning and Empowering Skills**
- Planning and the Approach to Participative Action Planning
 - Understanding Empowerment and its Dimensions
 - The 6 Approaches in Developing Empowerment
- 1300 Lunch
- 1400 **Module 2: Developing Delegating and Supervisory Skills**
- The Importance of Delegating the Right Job for the Right Individual at the Right Time
 - Understanding the Advantages and Disadvantages of Delegation
 - Deciding on How to Delegate Effectively
- 1530 Tea Break
- 1550 **Module 3: Developing Supportive Communication**
- Principles of Supportive Communication and its Importance
 - The Various Communication Styles of Support
 - Tools of Supportive Communication - Counseling and Coaching
- 1700 End of Day 1

Day 2:

- 0900 **Module 4: Developing Motivational Skills**
- Continuously Increasing Motivation and Performance
 - Enhancing Individual's Beliefs and Abilities by Conquering "Excusitis"
 - Fostering a Motivating Work Environment by Recognizing Key Elements of an Integrative Motivation Program
- 1030 Tea Break
- 1050 **Module 5: Developing Creative Problem Solving Skills**
- Identifying the Real Problem to Ensure Success in the Resolution
 - Acting Assertively with Courage in Resolving Problems Quickly and Honestly
 - Applying 4 Key Creative Problem Solving Tools
- 1300 Lunch
- 1400 **Module 6: Developing Conflict Management Skills**
- Managing Interpersonal Conflict
 - Implementing Strategies to Handle Conflict
 - Administering Discipline in Urgent Situations
- 1530 Tea Break
- 1550 **Module 7: Creating A Forward Thinking and Positive Work Culture**
- The Manager and Supervisor as the Role Model and Mentor
 - Encouraging Continuous Learning and Personal Improvement
 - The Continuous Development of the KSAH of Individuals to Create a Forward Thinking and Positive Work Culture
- 1700 End of Day 2



Yandaro Al Amien
Training Consultant
ATCEN Sdn Bhd

Yandaro is a persuasive communicator and exceptional sales professional. Yandaro obtained his BSc. degree majoring in Management Information System and a minor in Psychology from Upper Iowa University U.S.A.

Helping organizations develop customers, build relationships, and increase bottom-line, Yandaro's training workshops have taught participants how to increase sales numbers and market share through his concepts and appealing presentation style.

Prior to joining ATCEN, Yandaro held key Training and Development position in Public listed companies in Malaysia. His extensive experience in sales, marketing and service was developed through employment and projects in various industries such as property development, banking, hospitality, tourism, public relations and education. His training specialty is excelling in sales performance and service experience delivery. An energetic, passionate and inspiring speaker, Yandaro has motivated numerous sales professionals in exceeding their sales performance.

In areas of human performance development, he has worked with numerous profit and non-profit organizations and government linked corporations such as Bank Islam, Bank Rakyat, CIMB, RHB Insurance, Hewlett Packard, Nanyang Foundation, Country Heights Group, Mines Resort City, Henry Gurney School, EVL Group, The Ministry of Education, The Ministry of Youth, The Ministry of Women and Family Affairs, and The Accredited Association of Advertising Agencies.

Yandaro's audiences have continuously outmarketed, outsold, and outsourced their competition by applying skills internalized in his high-touch marketing, sales, service, and relationship-building training programs.

Registration Form:
Effective Supervisory Skills Workshop on 13th – 14th October 2009
ATCEN Learning Center, Damansara Perdana, P.J.

Yes! Please register the delegate(s) for this event
(Kindly photocopy for more delegates)

Delegate 1

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 2

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Delegate 3

Name: (Mr/Ms): _____

Job Title: _____

Email Address: _____

Contact No.: _____

Human Resource / Approving Manager:

Job Title: _____

Email: _____

Company Name: _____

Address: _____

Tel: _____ Fax: _____

How did you find out about this event?

Please tick (✓) your choice(s)

- From ATCEN email notification
 From Colleague, Management, HR or Training Department
 Others: _____

For Office Use Only

Contact Person: _____

Invoice Number: _____

Remarks: _____

Training Workshop Investment - RM 1200

The investment includes lunch, refreshments and training materials.

- **The program is PSMB claimable.** Subject to PSMB approval.
- **Institute Bank-Bank Malaysia (IBBM):** ATCEN is recognized and is authorized by IBBM to conduct people development training to banks operating in Malaysia.
- **Group Discount of 10%** for 3 or more participants who register for the program at the same time and are from the same organization.

Terms & Conditions

1. Upon receiving a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training program.
2. Payment is required upon the confirmation of the registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 days prior to event commencement. However a substitute is welcome at no additional charges
5. If cancellation occurs 7 days prior to the event commencement date and there is no substitute, the organizer reserves the right to charge 50% of the total investment from your organization.
6. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
7. The organizer reserves the right to make any amendments and/or changes to the program, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.

Ways to register

All cheques are to be made payable to **ATCEN SDN BHD** and mail your payment together with this registration to:

**D-05-12, Ritze Perdana Business Centre,
Jalan PJU 8/2, Damansara Perdana, 47820 PJ,
Malaysia.**

Tel : +603 7728 2623

Fax : +603 7728 2620

Enclosed is our cheque for the event

RM _____

Authorized Signature : _____

Company Stamp Chop : _____

Invoice Attention To

(Mr/Ms): _____