

EXCELLENT SUPERVISORY SERIES:

Problem Solving & Motivation Skills for Supervisors

INTRODUCTION

Problems are a fact of daily working life, they are opportunities for us to improve our work and system. Being an effective supervisor or manager requires the ability to manage problems effectively. Supervisors also needs to motivate their employees to increase their productivity to achieve the set target.

This 1 day training is specially design for supervisors to know how to handle problems effectively and motivate their teams to higher productivity. When the supervisors are equip with these skills they are able to face their work challenges with more confidence, gain respect and independent.

LEARNING OBJECTIVE

At the end of training, the participants should be able to:

- Improving communication skills and acquire the skills in handling problem effectively.
- Motivate subordinates and co-workers to be more productive and enhance overall job performance
- Develop a more cohesive and collaborative team at the workplace

COURSE CONTENT

1. COMMUNICATION COMPETENCIES

- ◆ Upwards, downwards and lateral communication
- ◆ Handling face-to-face briefings effectively
- ◆ Supportive communication principles
- ◆ Communicating work instructions effectively

2. PROBLEM SOLVING AND DECISION MAKING

- ◆ Reactive versus proactive problem solving concepts
- ◆ Supervisory roles in problem solving & decision making
- ◆ The PDCA framework and continuous improvement
- ◆ The 8-steps PSDM framework

3. COACHING AND COUNSELING EMPLOYEES

- ◆ Handling various employee grievances tactfully
- ◆ Tackling employees with performance problems
- ◆ Coaching employees with competency problems
- ◆ Counselling employees with mindset problems

4. MOTIVATION AND TEAM BUILDING

- ◆ Understanding various motivational theories
- ◆ Supervisor's roles in employee motivation
- ◆ Team success dimensions at the workplace
- ◆ Steps in building effective teamwork

DURATION

7 hours (1 day)
(9.00 am – 5.00 pm)

TARGET PARTICIPANTS

Department Heads, Executives, Officers, Supervisors, Line Leaders, Potential Supervisors & Line Leaders and anyone who are performing the duties of supervising a group of subordinates.

INSTRUCTION MEDIUM

Both English and Bahasa Malaysia

METHODOLOGY

Highly interactive; consists of lecture cum workshops, individual and group discussions, group activities, video presentations, and analysis of real-life supervisory challenges.

PSMB/HRDF Claimable under SBL Scheme!

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**EXCELLENT SUPERVISORY SERIES II:
Planning & Organizing Skills for Supervisors**

Formerly known as **KSA Training & Services** (MA0183948-P)

1st Floor, RM 1438, Jalan Rembia Cemerlang 1, Taman Rembia Cemerlang, Pekan Rembia, 78000 Alor Gajah, Melaka. • H/P: 019-687 4509 • Tel: 06-316 1508 • Website: www.ksatraining.com.my • Email:ksatraining@yahoo.com.my

HRDF / PSMB Approved Training Provider

TRAINER'S CURRICULUM VITAE

Name : MURUGAN A/L PURUSHOTHAMAN

EDUCATION & PROFESSIONAL QUALIFICATIONS

- Master Degree in Business Administration (MBA)
- Bachelor's Degree in Economics
- Certified Trainer by HRDF / PSMB

WORKING EXPERIENCE

Mr Murugan, is a PSMB approved Trainer with excellent experiences especially in Manufacturing environment. He has coached and trained senior executives, executives, supervisors, clerical staff and many others. He is proficient in conducting training programs in the area of supply chain, management, supervisory, clerical, quality control, motivational, outdoor/indoor teambuilding and good work attitude. He conducts these programmes both in **English and Bahasa Malaysia**.

Murugan holds Master Degree in Business Administration and Bachelor's Degree in Economics. During his studies on masters, he specializes in the area of Supply Chain Management. With a combination of Economics, Management and Supply Chain, he has made him a sought after facilitator in various aspects and areas of training. **He is extremely fluent in Bahasa Malaysia and English** and this helps him to truly reach all level of his audience.

Murugan has more than **14 years** of working experience both in manufacturing as well as service sector. He has served in one of the Malaysia's well-known fast food chain as the manager, before he joined the card industry as the marketing head. Later, he joined manufacturing in the paper board packaging industry. He started from a junior position until he reaches the senior position before he left and became a full time freelance trainer. His experience ranges from industries such as manufacturing, academic, retail and others. He has trained several manufacturing as well as servicing companies all over the country in the area of supply chain, management, supervisory, motivational, etc. He has been described as an inspiring and dynamic speaker. The companies that Mr. Murugan trained before are: Panasonbic Appliances Refrigeration Devices Malaysia Sdn Bhd, Contraves Advanced Devices Sdn Bhd, Leeden Powerweld Sdn Bhd, Super Press Printing Sdn Bhd, Yhi Advanti Manufacturing (Malaysia) Sdn Bhd, Everts (M) Sdn Bhd, Ranger Communications (M) Sdn Bhd and many more.

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REGISTRATION FORM

Yes, please register me/us for the training.

Training Title : Problem Solving & Motivation Skills for Supervisors

Date : 24 August 2016

Venue : Seri Costa Hotel, Melaka

Mr Miss

Vegetarian:

Name:

IC No:

Position:

Contact No:

E-mail :

Mr Miss

Vegetarian:

Name:

IC No:

Position:

Contact No:

E-mail :

* If the participant is more than 2 person please attach separate list.

Submitted by:

Name:

Designation:

Company:

Address:

Contact No:

Fax No:

Email:

Our Course Fees:

Normal rate: **1 days** Training Course - **RM 600** Now **RM 389**/per participant (Save RM211/pax)

Group of 3 pax- **RM 339**/per participant (Save RM261/pax)

Early Bird- **RM 339**/per participant (Save RM261/pax)

(Early Bird's payment received one month before training date)

(inclusive of lunch, tea-breaks, training materials and Certificate of Attendance)

Closing Date:

Our training closing date is **3 working days before the training event**.

Payment:

Enclose cheque / bank draft no._____ for RM _____ being payment for _____ participant(s). All cheques should be crossed and made payable to **KSA TRAINING & CONSULTANCY SDN. BHD.**

Payment can be make thru bank in/online to **CIMB** bank, account no.: **8007268792**. Please email the bank slip to us for the issuance of Confirmation of Attendance.

Reservation:

Reservations may be made by phone or email but will **ONLY BE CONFIRMED** upon receipt of the registration form with full payment before commencement of the training workshop.

Confirmation of Attendance:

Please be informed that only participant who made full payment before the training date is allowed to attend the training workshop.

Cancellation:

For those who register who did not turn up for the programmes will be billed accordingly. Please note that there will be no refund for cancellation within 3 working days prior to the programme, 50% refund for cancellation between 4-7 working days and full refund for cancellation 8 working days prior to the programme. However, replacement will be accepted at no additional cost. **CANCELLATION MUST BE CONFIRMED IN WRITING WITH REASON TO KSA TRAINING & CONSULTANCY SDN. BHD.**

Disclaimer:

KSA Training reserves the right to change the facilitator, date, venue and to cancel or reschedule the programme and all efforts will be taken to inform participants of any changes.

Contact Person:

Ms. Yimi Lau (H/P No.: 019-6874509 / 06-3161 508)

E-mail: ksatraining@yahoo.com.my / yimi@ksatraining.com.my

Training Organizer:

KSA TRAINING & CONSULTANCY SDN. BHD. (1110897-T)

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