



#### **Time Schedule**

Full Class Time: 0900 – 1700  
 Break: 1015 – 1030 (AM)  
 Lunch: 1300 – 1400  
 Break: 1515 – 1530 (PM)

**Date:** 22 – 23 January 2018

**Venue:** Amcorp Mall, Petaling Jaya

**Course Fees:** RM 1,495 per pax (*excl. GST*)

**Group Discount (2pax & above):** RM 1,345 per pax (*excl. GST*)

## **FIVE-STAR SUPERVISOR (2D)**

Supervisors are responsible for achieving specific results by effectively allocating work and resources. And to do that they need to be able to maintain and improve service and product operations – to recommend, monitor and control the use of resources – to plan, allocate and evaluate work, carried out by team – to create, maintain and enhance effective working relationships – to seek, evaluate and organize information for action – to solve problems – to develop team and self to enhance performance.

This course through an active-learning approach aims to equip the supervisors with the ‘right’ tools (competencies) in order for them to take charge and to lead their teams to better performance and increased productivity.

#### **Learning Outcome:**

- Upgrade your supervisory skills to the present supervision platform
- Understand the role the supervisor plays in decision making in planning and control
- Being a solution minded supervisor in dealing with problems
- Know how to use time effectively
- Possessing interpersonal skills to lead, to counsel, and to communicate with impact
- Able to be aware of different personalities of the individuals in your team
- Able to explain what is meant by a person’s attitude at work
- Initiate motivating and avoiding demotivating practices in the workplace

# Course Outline

## Module 1: A Supervisor's Focus in Today's Workforce

- The role of management and supervision
- Supervisory skills in overseeing and controlling the team and operations?

### Scenario Cases: Problem-solving activity

- On responsibility
- On authority
- On delegation

## Module 2: Managing the Work & Driving the Productivity

- Production Control and Planning walks hand-in-hand
  - What needs to be done;
  - Who will do it;
  - How it will be done

- Aids or Techniques that might help in the planning:
  - Gantt charts
  - Critical Path Analysis

### Scenario Case: Decision-Making Activity

- Grinding Wheels Pack Ltd

- Decision Making and Problem Solving
  - What is a problem?
  - Are problems merely deviations from standards?
  - AIDOSE – a problem solving model
  - Identify Root Cause(s): Cause and Effect Analysis
    - 5 WHYS
    - Structured Tree
    - Ishikawa diagram (Fish Bone)
- Time Management
  - Quick Assessment on Your Usage of Time

## Scenario Case: Setting Priority Activity

- Call the Bomba (Fire Brigade)
- Activity is not Achievement!
- Do more in Less time: delegation – assertiveness – meetings
- Tricks of the trade in mastering Time.

## Module 3: Managing Others – Team Dynamics

- Characteristics of Effective Leadership & Styles
  - Assessment: LEP (Leadership Effectiveness Profile)

### Scenario Case: Change Management and Team Dynamics Activity

- The Haywood Effect

### Scenario Case: Interpersonal skills to Take Charge and Lead Activity

- Deliverance

- Workplace Communication
  - Elements – Two-way – Purpose
  - Importance of good workplace communication
  - Actions that improve communications at the workplace
  - Common causes of distortion or breakdown in communication
- Moving Groups to Dynamic Teams
  - The synergy of groups and teams
  - How to develop teams from groups?
  - Maintenance of work teams
  - How to deal with conflicts in teams?
  - Quantifiable and Qualitative factors of effective work teams

### Methodology

Power of Experience Sharing – Exploratory Discussions on Scenario Cases – Experiential Activities to reinforce the learning.

### Who's Suitable for this?

Supervisors, team leads, and senior executives

# Trainer Profile



## JULIA LAI ABDULLAH

- Certified Master Trainer (Institute of New York Master Trainers), USA
- Certified PSMB Trainer (Malaysia)
- Certified Prior Learning Assessor (UK)
- Certified Experiential Activity-Based Trainer, USA
- Certified (ESOL) English for Speakers of Other Languages Trainer, UK
- Certified OJT Trainer (NPC) Singapore
- Certified Administrative Professional (CAP - IAAP, USA)
- IAM Diploma (UK)
- LCCI Sales & Selling Management Diploma (UK)
- Bachelor of Arts in Humanities, Australia

Julia Lai Abdullah is an experienced development and training specialist for over 20 years. She has consulted with organizations in Beijing, Shanghai, Bangkok, and Malaysia on core functional soft skills to upscale employees' performance and productivity. Julia has the confidence to influence and spearhead learning to every participant in her classes. Her excellent communication skill, easy-going and motivational style has helped energize and motivate her participants to effectively participate and learn. Her passionate belief that everyone can succeed has directed her focus to assist participants to surpass their potential, and have coached thousands of executives and teams to achieve effective leadership, greater productivity, impactful communication, exceptional service, teamwork, and continuous improvement.

Julia's knowledge, tasks and soft management skills were developed over ten years in banking, two years in retailing, three years in manufacturing, two years in diplomacy, and four years in adult education – managing various operating areas – learning and applying the skills it takes to run world-class driven organizations. With her unique background and expertise, Julia would be able to help your organization to create a culture of efficiency, effectiveness and innovation.

Over the years she has conducted and designed customized courses for her corporate clients who are players in the field of banking, insurance, hospitality, manufacturing, energy, education and service. To name some of the clients: DKSH Corporate Shared Service, DHL, PPG Coating (M) Sdn. Bhd., Tech Mahindra ICT Services, On Semiconductor Malaysia Sdn. Bhd., DELL Global (Cyberjaya), Sony EMCS (M) Sdn. Bhd., Ambank, Bank Pembangunan, BASF Petronas Chemicals, Container Line, Heitech Padu Berhad, International Medical University, MERCK, Mitsui OSK Lines, MSTs Asia, Sabah Softwoods, Sarawak Plantation Services, Tasek Corporation, UCSI Education, Orient Overseas, Latihan TNB (ILSAS), Universiti Kuala Lumpur, PPB Group Bhd., Wah Seong, AIRBUS, Vale Minerals Malaysia, Management & Science University, JOS, Infineon, Fujitec, Kuok Brothers ...

Julia's popular courses include Analytical Thinker & Problem Solver, Creativity and Innovation at the Verge, A Leader in Leadership, Achieving Results thru Focus and Prioritization, Branded Customer Service: DNA of Service Excellence, Business English Communication Level 1 to 3, POWER-UP! Interpersonal Skills for Managing People at Work, Developing-Managing-Enhancing Skills for High Performance Teams, Healthcare CS, How to Lead Super-Productive Meetings, Mastering the 8-Star Competencies of a Manager, Persuasive Presentation, WTR: Who is the Ringmaster: Transforming Leaders into Game Changers, The 'Brix' Series (MTa): Leadership, Teamwork, Problem Solving, Business Priorities, Personal Excellence through Experiential Learning.