

# THE NEW SUPERVISOR

(Focusing on Workplace improvements and efficiency)

*(SBL Khas Code: 10001265865)*

For further information, please contact;

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<https://forms.office.com/r/HaeEEUkrTH>



**DATE:** 26-27 June 2023

**VENUE:** MEF Ipoh Office

**PRICE:** RM1400 (per-participant)

*Price indicated above includes 6% SST.*

As Supervisors are the linking pin between the Management and the lower-level workforce in the organization, the many expectations lie beyond just motivating and delegating jobs. On Productivity and efficiency levels, Supervisors are inclined to develop with management in ensuring the total job expectations are met and achieved. Supervising the day-to-day operations and focusing on minimizing wastage and utilizing the resources effectively is the goal of many operations.

In this program we focus on developing specific tools for Supervisors to use in handling their day-to-day job processes, by focusing on specific models that are applicable for the different situations.

## OBJECTIVES

At the end of this program, participants will be able to;

1. Have a 'hands on' experience in dealing with day-to-day Supervisory challenges
2. Understanding specific functions and using certain models to assist in job executions
3. To have a wider perspective in job planning and execution.

## METHODOLOGY

1. Roleplay
2. Case Study
3. Games

## DURATION

2 Days

## COURSE OUTLINE

### 1. BEING A SUPERVISOR TODAY

- i. An operational role
  - ii. A leadership role
  - iii. A communication role
- The supervisor's skills checklist

### 2. WORK PROCESS & COMMUNICATION SKILLS

- Understanding workflow
- Planning workflow process
- Organizing & delegating to improves work efficiency
- Directing superior workforce
- Control based on established standards

### 3. PROBLEM SOLVING USING DESIGN THINKING

- Understanding problem solving
- Issues pertaining to problem solving
- Introduction to Design Thinking
- Approaching Problem Solving using Design Thinking

### 4. BEHAVIOURAL STYLES

- Understanding different behavioural styles
- Taking the right attitude
- The benefits of being assertive
- Key steps to being assertive

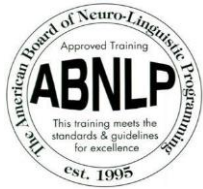
### 5. MONITORING AND DEVELOPING THE TEAM'S PERFORMANCE

- Monitoring your team's progress
- Helping the team members build on their strengths
- Increasing the team's productivity
- Identifying the right time for coaching
- Being accessible and providing support

### 6. LEADERSHIP

- Definition of leadership and the qualities required to lead people
- Different leadership roles
- Your preferred [personal leadership](#) style
- Leadership styles – which is appropriate

## TRAINER PROFILE



**CERTIFIED NLP COACH**  
**Approved By Coaching Division of The**  
**American Board Of NLP, USA**



**CERTIFIED WORKPLACE BIG 5**  
**PROFILE 4.0- *Specialist in Traits &***  
***Competency Assessment***



**CERTIFICATE IN TALENT, COMPETENCY**  
**& SUCCESSION PLANNING**  
**Issued by PENNSTATE University**



**HRD Corp Certified Trainer**

**Mr. SRI VAHLSAN** has more than 15 years of experience in the area of People Relations. Backed with years of working experience in the Hospitality and Education Industry has given him sound knowledge in Employee Relations especially in employee Performance Competencies and Customer Service . Geared with this exposure and experience, his delivery has been able to bridge the gaps in organizational needs by transforming the contents into reflective inputs for employees to succeed in their working place.

His initiatives in MEF ACADEMY has taken him a step further, where he was involved as a Co Trainer in 'SCORE Initiatives' organized by International Training Center (ITC) of the International Labor Organization (ILO). He is also collaborating in conducting programs with other Employers Organization within Asia such as Cambodian Federation of Employers and Business Associations (CAMFEBA), Vietnam Chamber Of Commerce & Industry (VCCI) and Employers Confederation of Philippines (ECOT), Fiji Commerce & Employers Federation (FCEF) and Employers Federation of Ceylon (EFC).

Since joining MEF ACADEMY, Mr Sri has enhanced his skills to include Competency Development and Profiling in HR and Operation. He has further developed various programs in this area and has successfully delivered various seminars particularly in Competency Based Recruitment & Selection, Competency Based Human Resource Management, Competency Based Training Needs Analysis and Competency Mapping for multinational organizations in Manufacturing, Oil & Gas, Services Industry (Banks & Hospitality) and GLCs.

Mr Sri's other area of specialization includes Customer Service Programs, Communication Skills, Management Development, Supervisory Management and some HR related programs such as OJT, Training Needs Analysis and Coaching & Counseling for Performance Improvement.

Throughout his working experience especially in the Hospitality Industry, he was involved in the pre-opening of Hotels and Fast-Food Restaurants where he had designed the Skills Training Plan for the Food and Beverage Department. While being a Training Manager undertook most of the preliminary start up functions for the Department, from creating a Succession Plan to developing the Needs Analysis

He is a Licensed Practitioner of NLP™ (certified by The Society of NLP, Certified Trainer in Management Training Program issued by (NICC) & Japanese Business Federation (JITA) and a Certified Trainer issued by Human Resource Development Fund (HRDF)

Academically he holds a Bachelor's Degree in Hospitality Management from Bournemouth University in UK and a Master in Management (specializing in Human Resource) Open University Malaysia (OUM).