



(MC) PENYELIA EFEKTIF, PEKERJA BERJAYA

Date: 17-18 August 2022

Venue: Online (via MS Teams)

Fee: RM 1400 per-person
(includes 6% SST)

**CLICK THIS LINK OR SCAN THE QR
CODE FOR ONLINE REGISTRATION;**

<https://forms.office.com/r/nVrZzXk3cP>



OBJECTIVE

Program ini diwujudkan bagi membantu para peserta didalam memperbaiki kemahiran mereka serta mempelajari teknik-teknik terbaik didalam meningkatkan semangat kerja kakitangan. Selepas menghadiri program ini dengan jayanya, para peserta juga dijangka berupaya untuk membantu merangsang kakitangan seliaan mereka didalam memperbaiki produktiviti dan bersama mencipta persekitaran kerja yang kondusif dan sihat

PESERTA KURSUS

Kursus ini terbuka kepada pegawai, penyelia, line leader, shift leader dan semua yang menjalankan tugas penyeliaan.

KAEDAH KURSUS

- Latihan individu & kumpulan
- Perbincangan

TEMPOH

- 2 Hari
- 7 jam sehari

OUTLINE

1. FUNGSI, PERANAN DAN TANGGUNGJAWAB PENYELIA

- Peranan Penyelia didalam cara penyeliaan masakini
- Perancangan
- Arahan
- Kawalan
- Koordinasi

2. STRATEGI-STRATEGI UNTUK BERJAYA

- Disiplin
- Delegasi
- Menyelesai masalah dan membuat keputusan

3. KEPIMPINAN: MENYESUAIKAN CARA DENGAN KAKITANGAN

- Apa makna Kepimpinan?
- 4 cara Kepimpinan
- 4 Jenis kakitangan

4. MEMBINA KEMAHIRAN KOMUNIKASI & HUBUNGAN MANUSIA

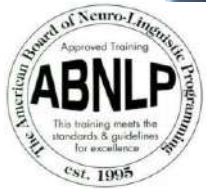
- Mengapa perlu memperbaiki kemahiran komunikasi & hubungan manusia?
- Masalah-masalah dalam komunikasi
- Komunikasi lisan dan bukan lisan

5. KEJURULATIHAN, KAUNSELING DAN MOTIVASI

- Kejurulatihan
- Kaunseling
- Motivasi

6. MENGURUS PERUBAHAN DENGAN 7 TABIAT ORANG YANG BERKESAN

TRAINER PROFILE



**CERTIFIED NLP COACH &
PRACTITIONER**
**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).