

PUBLIC PROGRAMME

Certificate of attendance provided
* minimum of 75% attendance

Date: 13-14 December 2021

Time: 9.00 am - 5.00 pm

Venue: DreamEDGE, Cyberjaya

Code: SSE5

SUPERVISORY LEADERSHIP

OVERVIEW

Leaders are the vital link between manager and workers. Ineffective supervisor could lead to high turnover and absenteeism, employee conflicts and disciplinary problems. Ultimately, the organisation will have a lower productivity and poor employee's moral. A leader must be trained and must develop essential leadership and supervisory skills to enable them to deal with day-to-day problems and situations.

OBJECTIVE

- Identify their roles and functions and thus prepare them for greater responsibilities.
- Acquire skills needed to direct, coach and motivate the workforce toward higher performance and productivity with improved staff morale.
- Handle different types of employee problem, in the most effective manner.
- Develop communication and interpersonal skills in order to build up a good supervisor-employee relationship and gain support from the workforce.
- Understand the concept of quality and how it is related to the leader daily job.

LEARNING OUTCOME

At the end of the training, participant will be able to:

- Apply and practice the practical and essential skills of being the efficient and effective leader.
- Master and apply the people skills in managing the team effectiveness.

COURSE CONTENT

- The Role and Functions of the Leader
- Attitude of A Leader
- Leader as a Communicator
- Leader as Motivator
- Leader as a Problem Solver
- Leader as a Team
- The Leader and Quality

TARGET

- Line leader
- Supervisor
- All personnel in middle management who are responsible for managing workers

METHODOLOGY

- Training material : English language
- Lecture : Malay and/or English language
- Activities
- Q&A

Organised by



ACB QMS 05
MS No.: 05 100 14038

REGISTER NOW!

NORMAL PRICE

RM1,750 Per Pax

*closing date : 6 Dec. 2021

EARLY BIRD PRICE

RM1,550 Per Pax

*before 22 Nov. 2021

GROUP PRICE

RM1,450 Per Pax

*min three (3) pax



Office Address : C-16-01, Level 16, iTech Tower,
Jalan Impact, Cyber 6, 63000
Cyberjaya, Selangor

Phone Number : +603 8320 3800
Email Address : training@dreamedge.jp
Website : www.dreamedge.jp/training