



# EFFECTIVE LEADERSHIP & SUPERVISORY SKILLS

how to improve your staff performance by acquiring the right leadership skills

CIDB

[www.zohlgroup.com](http://www.zohlgroup.com)

**COURSE CODE:** NT-LDR-07

**LEVEL:** Basic to intermediate

**LANGUAGE:** Bahasa & English

## OVERVIEW

This Leadership and Supervisory Skills training program covers the essential components to become effective supervisors, team leaders and managers. It is designed for those who must interact with people at all levels within an organization (peers, supervisors, direct reports, and other stakeholders). The dynamic format combines in-depth lectures, extensive participant interaction and small-group coaching to transfer the knowledge and skills necessary to effectively deal with real world situations. In addition, this program will look at how supervisors and managers can effectively deal with the various situations that arise between their staff and within their teams. By providing participants with the conceptual framework, self-awareness and team development skills necessary, they will be able to develop and to successfully lead higher performing cohesive teams. This training program is ideal for team-leaders, new supervisors and managers or for anyone wishing to move into a management role.

This program looks to address the critical skills to get the job done in the most efficient and effective manner possible. This fast-paced experiential training program is ideal for those wanting to improve skills in an environment where they can quickly and efficiently learn to apply the skills to achieve immediate business results.

## OBJECTIVES

The purpose of this course is to expose the staff to the basic skills to manage their states and mental power so as to allow them to sustain in the working environment with much confidence and certainty. Upon successful completion of this Effective Leadership and Supervisory Skills course, participants will have gained a good understanding on:

- The roles, functions and responsibilities of a supervisor.
- Leadership qualities of an excellent supervisor.
- How to motivate self and employees / workers effectively.
- Setting SMART goals and planning.
- Effective self and time management.
- How to effectively delegate tasks to employees.
- How to develop better relationships, gain bosses and subordinates supports.
- How to make decision and solve problems effectively.
- How to evaluate employees' performance effectively.

## LEARNING OUTCOMES

Learning outcomes for this training include:

- Understanding the power of thought
- Formation of habit
- The Scrambling Technique
- Empowering belief and culture
- Science of Creating Confidence
- Lessons from the Samurai Warrior
- Demonstrating an awareness of how our personal style impacts others
- Applying influence strategies to motivate others
- Determining the appropriate strategy to use to improve interaction and results during conflict situations
- Applying human behavior concepts to deal effectively with staff
- Recognizing the role and impact of culture on human interaction
- Effectively managing peers, colleagues and subordinates to achieve results

## COURSE DURATION

2 days (9am—5pm) | Tea Breaks: 10:30am & 3:30pm.  
Lunch: 1:00pm-2:00pm

**Note:** Please contact our office for Training Date or visit our website ([www.zohlgroup.com](http://www.zohlgroup.com)) for details.

## METHODOLOGY

This two day program is a concoction of various sources of material including Neuro Linguistic Programming (NLP), Seven Habits, Martial Living and material on upmost trend in management theory. A combination of experiential learning where the adult learning approach is used is added to the latest in NLP to produce profound result. Among them included in the methodology are:

- Lectures | Kinesthetic Note taking
- Class in motion | Cybernetic intervention
- Mental challenge | Game as the mirror of life

## TARGET AUDIENCE

This Effective Leadership and Supervisory Skills training program is designed for experienced and new supervisors who never received formal training on leadership, management and supervision and anyone soon to be promoted to a supervisory position.

## LOCATION

Mindset Discovery Center™@ZOHL, M2-6-08, Level 6, 8trium Tower 2, Bandar Sri Damansara, Kuala Lumpur (other Regions please contact our office)

## COURSE CONTENT

### DAY 1

- 9:00-10:30am
- Introduction
  - The Magic of Thinking Big
  - Understanding the Brain
  - Formation of Habit
  - Group Exercise
- 10:30-10:45am - Tea/Coffee Break  
10:45-12:30pm
- Developing Confidence
  - The Mind/Body Link
  - Managing States
  - Anchoring Glad State
  - Reflection
- 12:30-2:00pm - Lunch Break  
2:00-3:30pm
- 7 Habits of Highly Effective People
  - Group Exercise: The Human Machine
- 3:30-3:45pm - Tea/Coffee Break  
3:45-5:00pm
- Group Exercise: The Samurai Warrior Challenge
  - Group Exercise: Think Win-Win

### DAY 2

- 9:00-10:30am
- Motivating Others
  - The Roles, Functions & Responsibilities Of A Supervisor
  - Leadership in Supervision
- 10:30-10:45am - Tea/Coffee Break  
10:45-12:30pm
- Understanding Motivation
  - Planning & Goal Setting
  - Managing Time & Priorities
- 12:30-2:00pm - Lunch Break  
2:00-3:30pm
- Delegation & Empowerment
  - Communication & The Supervisor
- 3:30-3:45pm - Tea/Coffee Break  
3:45-5:00pm
- Decision-Making & Problem-Solving
  - Evaluating Employees Performance
  - Action Plan

Customized In-House Training Program is available in the following areas:

**Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Entrepreneurship | Soft Skills | Engineering | Telecoms | IT**

CALL US FOR DETAILS or VISIT OUR WEBSITE AT [WWW.ZOHLGROUP.COM](http://WWW.ZOHLGROUP.COM)



Sebarang pertanyaan sila hubungi Cik Niesa

ZOHL Consultancy Sdn Bhd (332967-D)(GST ID:000327831552)

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Bandar Sri Damansara, 52200 Kuala Lumpur

T: 03.6279.9276 F: 03.6279.0663 HP: 013.398.1038 E: [plb@zohlgroup.com](mailto:plb@zohlgroup.com)



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## COMPETENCY

- Understand the concept of supervision and management.
- Understand management techniques and its application by integrating it into supervisory roles.
- Acquire decision making, leadership and motivation skills.
- Understand the barriers to productivity, teamwork, creativity and conflict management.

## COURSE FEE

### KUALA LUMPUR

**With Green Card: RM500.00** per person  
**Without Green Card: RM600.00** per person

### SEMENANJUNG (other than KL)

**With Green Card: RM600.00** per person  
**Without Green Card: RM700.00** per person

### SABAH & SARAWAK

**With Green Card: RM700.00** per person  
**Without Green Card: RM800.00** per person  
(Fee inclusive of Course Material, Attendance Certificate, and Meals)

## CERTIFICATE

Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.

## CIDB CCD Points (Pending Approval from CIDB)

Requested: 20 (for CIDB-Registered Companies)

## REGISTRATION METHOD

1. **Online:** [http://zohlgroupp.com/cidb\\_registration/](http://zohlgroupp.com/cidb_registration/) **OR**
2. Download this brochure at: <http://zohlgroupp.com/all-brochures/> and fill up the required information. Then please fax to: 03.6279.0663
3. Or contact our office at: 03.6279 9276 / 013.398.1038

## FACILITATOR

**Puan Rozitah Mohd Hashim** will be able to provide you with high quality consulting services not just based on her qualification and experience, but also on her knowledge of and familiarity with conducting trainings to organizations similar to yours. She is a PSMB-certified trainer and specializes in providing soft skill-support programs to assist with the human resource development programs of corporate organizations. She has a wealth of experience in enhancing employees' professionalism in the areas of Team and Personal Effectiveness, Creative Cognition, Customer Relationship Management, Persuasive Presentation, Interpersonal Communication, Negotiation and Discussion Skills, Business Writing as well as the English Language communication series. Rozitah strives to raise the level of positivity and exhilaration of individuals that ripples out beyond the work experience; making a difference in the lives of others and in the success of organizations. Rozitah holds a Master of Education (LASE) from the University of Melbourne, Australia, specializing in the area of cognitive psychology. She is also a member of the Malaysian Association of Professional Speakers and has been a member of the Persatuan Penterjemah Malaysia since 1990. After receiving a Bachelor of Arts - English with Education - from University Science, Malaysia, Rozitah started her teaching career in Sekolah Menengah Sains Selangor, Kuala Lumpur in 1989. She has nearly 20 years of experience in teaching English at high schools and universities, as well as conducting training sessions to professional focus groups. Rozitah has taught English grammar and communicative skills, report writing, negotiation and discussion skills and also oral presentation skills at UiTM and UPM. She has also been assisting IKRAM, Multimedia College, University Malaya Center for Continuous Education and Open University with their professional development programs in the areas of English communication skills and customer centric development. For years, British Petroleum (Malaysia) has consulted her in their corporate communications. Telekom Malaysia, Celcom, Khazanah Nasional, Shapadu Corporation, UDA Holdings, Lityan Corporation, Residence Hotels, Majlis Perbandaran Subang Jaya and Malaysian Building Society Bhd are some of the recent organisations that Rozitah has had the pleasure of sharing her experience and knowledge with.

\*Note: Trainer availability is subject to change

## REGISTRATION FORM

Participant : \_\_\_\_\_

Position : \_\_\_\_\_

IC No: \_\_\_\_\_

**Note:** please duplicate this page for multiple participants' registrations

Green Card No: \_\_\_\_\_ (only if it is applicable)

CIDB Grade G : \_\_\_\_\_ (only if it is applicable)

Training Date: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Position: \_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Company Website: \_\_\_\_\_

## PAYMENT

**CASH:** RM \_\_\_\_\_ **OR**

**CHEQUE** No: \_\_\_\_\_

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to [plbk@zohlgroupp.com](mailto:plbk@zohlgroupp.com)

\*Please make your cheque payable to:

**ZOHL Consultancy Sdn Bhd**



Account No:  
**514392303373**

Signature & Company Stamp

### Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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