

2-Day Practical Workshop on:

Supervisory & Team Leadership Excellence

Date: **5 - 6 May 2014**

Venue: **Radisson Hotel Brunei Darussalam**

Good supervision simply means achieving company goals and become profitable. As role models of good practice, professionals, managers, supervisors and team leaders must possess and exhibit excellent supervisory skills. Unfortunately the jump from being led to leading can be a daunting one. Eventually you will be the mediator between the people that you lead and the people that you report to. In the past decades, we have seen many changes in leadership requirements of a supervisor. Supervisors at this age are required to learn new set of skills such as the ability to coach, mentor, communicate, empathize, motivate and the list goes on.

This workshop is designed to help you overcome many of the supervisory problems you will encounter as a boss, whether you are a team leader, a project manager, or a unit coordinator. Dealing with the many problems a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement. This two-day workshop will give you just that opportunity.

How You Will Benefit:

- **Clarify** roles and responsibilities of the new job.
- **Adjust** to the new role with confidence and an assurance you can handle the position.
- **Develop** your skills in listening, asking questions, resolving conflict, and giving feedback to employees.
- **Develop** a technique for making sure you give employees instructions that are clear and understood.
- **Identify** some techniques to deal with employee challenges, such as hostility, complaints, and laziness.
- **Understand** the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

Who Should Attend:

This programme is designed for professionals in all functional areas of the organization who seek to enhance their personal productivity skills, better manage their work relationships and sharpen their problem solving skills thereby improving their work performance. Those included are:

- Current or New Supervisors and Managers
- Assistant Managers
- Team Leaders
- Head of Departments
- Project Managers
- Human Resource Executives
- and anyone involved in managing a team or workforce

WHAT'S INCLUDED?

Case Studies
Videos
Discussions
Activities
Brainstorming
Assessments

ORGANIZED BY

KCOM | MANAGEMENT

SDN BHD (703296-K)

Your Training Partner

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COURSE OUTLINE

Day One

Session One

Course Overview

Session Two

Pre-Assignment Review

Session Three

Making the Transition

How Will My Role Change?

Questions Supervisors Have

Session Four

Responsibilities of a Supervisor

Small Group Work

The New Supervisor

The Friendly Supervisor

Session Five

Setting Goals

Session Six

Planning for Success

How Can Planning Help Me?

Case Study

The Parts of a Good Plan

The Next Steps

Types of Tasks

Session Seven

Listening Skills

The Communication Funnel

Active Listening

Session Eight

Asking Questions

Types of Questions

Probing

What is Paraphrasing?

Non-Verbal Messages

Day Two

Session Nine

Giving Feedback

Session Ten

Ask for What You Want

Session Eleven

Giving Instructions

Session Twelve

Orders, Requests, and Suggestions

Definitions

Group Exercise

Session Thirteen

Managing Conflict

The Conflict Resolution Process

Seven Steps to Ironing Things Out

Skills Test

Session Fourteen

Dealing with Difficult Employees

Session Fifteen

Dealing with Others

Session Sixteen

The Reciprocal Quality of Relationships

A Personal Action Plan

WHAT'S INCLUDED?

Instruction by an expert facilitator

Specialized manual & course materials

Certificate of completion

Small interactive classes

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SPEAKERS PROFILE



Dave, as he is fondly known is a firm believer in getting real results that are right for you and your organization.

Your goals and aspirations form the backbone of his training and coaching sessions. This focus on real results has carved a niche where Dave is in great demand. Organisational leaders from local and multinational companies have found his attention to detail and keen sense of perception ideal for tailoring programs that deliver the right results in molding professionals.

Apart from the consultative approach he takes to designing programs that you need, Dave's charisma and engaging personality ensures that training sessions are never dull. He motivates participants with an energetic and dynamic style of teaching and coaching. "Delightfully engaging" is an often heard description of Dave's training sessions. Although fun and games form an integral part of his training modules, Dave ensures that participants return to their organisations enhanced with skills that they can immediately put in action.

He has conducted numerous speaking seminars and developed training programs for many corporations based on his years of experience in the training industry. His key areas of guidance include essential business etiquette skills i.e. leadership and supervisory skills, communication skills, negotiation skills, presentation skills, building effective teams and many more.

His distinctive qualities as a person lie in the unspoken elements of attentiveness, thoughtfulness, and powers of observation as well as a critical eye for detail. He also demonstrates respect, inspires confidence and displays a genuine interest in people. He motivates his participants with an energetic and dynamic style of teaching. A fervent believer in the holistic approach to training, he continuously encourages his participants to excel in their respective fields.

His work is dedicated to influencing professional changes to organisations, not only in terms of productivity but also instilling good work ethics and a sense of accountability in participants. His unique ability to impart his practical experience has added value to the trainings and workshops that he conducts.

Dave, is a PSMB Certified Trainer and a Certified Business Coach (IPMA) with over 17 years of training experience. His reputation as a trainer has spread throughout the South East Asia region. Numerous corporate and government clients have entrusted the training needs into his capable hands. To date, Dave has trained over 25,000 corporate executives. Notable clients include organizations such as Bank Negara, Berjaya Group, Citibank, The Prime Minister's Office, Ministry of Defense, Microsoft, Securities Commission and the United Nations just to name a few.

Given the opportunity to work with you, Dave will ensure that at all times the needs of your organization will come first in order to ensure he delivers what he believes in - real results.

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4 ways to register or enquire

- Contact us via:
- 1 Tel : (60) 3 9102 1021
 - 2 Fax : (60) 3 9102 1022
 - 3 Email : inquiry@kcom.net.my
 - 4 web : www.kcom.net.my

Fax to : +603 9102 1022

Please register the following delegate(s) for the event (Please photocopy for more delegates)			
	Delegate 1	Delegate 2	Delegate 3
Name (Dr / Mr / Mrs / Ms)			
Job Title			
Email Address			
Mobile			
Approving Manager			
Name	Job Title	Direct Line	Email
Registration Contact			
Name	Job Title	Direct Line	Email
Billing Information			
Full Company Name			Nature of Business
Billing Address			
Signature & Company Stamp			
STE_KC			

Important Note

Upon sending in this registration page, it is understood that you agreed upon the following terms of service. KCOM Management Sdn Bhd reserves the right to change the content, the speaker, the time and/or the venue for the program due to unforeseen circumstances. KCOM Management Sdn Bhd will also not be held responsible should the program be delayed or cancelled due to unforeseen circumstances.

Cancellations & Replacements

Upon registering, delegate(s) are considered successfully enrolled in the program. Should the delegate(s) decide to cancel their enrolment, a cancellation fee will be levied.

Cancellations 14 days or greater prior to start of the program will be subjected to 50% cancellation fee. Cancellations received less than 14 days to the program is subject to no refund.

Cancellations must be submitted in writing. 'No shows' during program days are not considered cancellations, payment will not be refunded. 'No show' individuals will be sent a copy of the program's proceedings. Please note that substitutes are always welcome.

Upcoming Conferences & Workshops Visit us @ www.kcom.net.my

Please send me the brochures for the following conferences and workshops as ticked below

- | | |
|---|--|
| <input type="checkbox"/> Effective Performance Reviews | <input type="checkbox"/> Supervisory Skills |
| <input type="checkbox"/> Write, Communicate and Present | <input type="checkbox"/> Presentation Skills |
| <input type="checkbox"/> Interviewing Skills | <input type="checkbox"/> Hiring for Success |
| <input type="checkbox"/> Database Management with Microsoft Excel | <input type="checkbox"/> Problem Solving & Decision Making |

Course Fees

Please tick/fill-in any of the corresponding boxes below to select your choice of participation:

- | | | |
|--|----------------|---------------------------------------|
| <input type="checkbox"/> 3 participants or more* | BND 1,399.00 x | <input type="checkbox"/> delegate (s) |
| <input type="checkbox"/> Early Bird Price* | BND 1,499.00 x | <input type="checkbox"/> delegate (s) |
| <input type="checkbox"/> Normal Price | BND 1,599.00 x | <input type="checkbox"/> delegate (s) |

Send 3 participants or more at BND 1,399 each

* validity is until 24th April 2014.

* early bird price is only valid if payment is received before or on the program date(s).

Payment Method

Crossed Cheque / Bank Draft to be made in favor of:-

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Megan Phoenix, 56100 Cheras,
Kuala Lumpur, Malaysia.

Bank : CIMB Bank Berhad
A/C No : 8002371909
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