



TRAINING & DEVELOPMENT TITLE	EXECUTIVE SUPERVISORY SKILL COURSE
PROGRAMME OVERVIEW	
<p>A supervisor is team leader, coach, overseer, area manager or facilitator in a company or a department of a company they work for. The job of the supervisor is to properly instruct the employee on how to perform their work duties. When employees' productivity is down, the supervisor will be held accountable by their superior.</p>	
<p>Time Management</p>	
<p>The supervisor is responsible for assuring that the employees are using their paid work time to do company work. Companies do not like to waste money, and wasting time is wasting money. Therefore, the supervisor must monitor the employee occasionally, and ensure they are using their time effectively. Productivity is what the company pays for, and if an employee is surfing the Internet, or taking personal calls all day, they are not using their work time to be productive.</p>	
<p>Controlling the Working Environment</p>	
<p>When problems arise with workers, an effective supervisor will rectify the situation immediately. When co-workers are in an intense environment, they tend not to work well. The supervisor will need to use her skills to come to some type of resolution that will not keep productivity of their department down. If a supervisor does not have the skills to ease tension, this can cause higher management to question their supervising skills.</p>	
<p>Delegate Tasks</p>	
<p>An effective supervisor will delegate jobs and use their authority ethically. Everyone knows that the supervisor in their department is their boss, so the supervisor does not have to broadcast this daily. If an employee slacks on the job, this will be an instance when the supervisor will have to use his authority in a positive way, to get the employee to perform, and to perform well. Also, the supervisor will know which employees can handle what task, and appropriately delegate their tasks if they become overwhelming.</p>	
<p>Motivational Skills</p>	
<p>An effective supervisor has good motivational skills. Employees often need to be motivated to perform well on the job, especially when they are handed a task they believe they will not succeed with. An effective supervisor will boost up their confidence, and tell them they can do the task with no problem. Motivation skills are also necessary for the supervisor in cases when an employee is facing hardships, death, or other personal issues outside of work. The supervisor should motivate the employee to continue to work as they have been working, letting them know that things will get better with time and patience.</p>	
<p>CERTIFICATION</p>	<p>This "Training and Development CERTIFICATE of Completion" is awarded by Melind Higher Education Sdn Bhd in collaboration with Kolej MASA Business Faculty.</p>
<p>TARGET GROUP</p>	<p>This is recommended to all employees in the Junior Supervisory, Supervisory and Trainee Management position.</p>
<p>DURATION</p>	<p>2 Days [0930hrs TO 1730hrs]</p>
<p>COURSE FEE</p>	<p>Malaysian Ringgit Six Thousand Only for up to Twenty Employees</p>
<p>VENUE</p>	<p>Client (In-House)</p>
<p>METHODOLOGY</p>	<p>A very practical and hands-on session that balances lectures and case studies related to real-life project management.</p>
<p>CLO (CLASSROOM LEARNING</p>	<p>Understand the changing roles and functions of effective supervisors; Plan, organizes staff, communicate and control, and deal with various</p>

OUTCOME)	resources effectively and Motivate subordinates and co-workers to be more productive and enhance overall job performance. Lead their staff towards the achievement of the departmental and organizational goals.
COURSE OUTLINE	<ul style="list-style-type: none"> ▪ THE SUPERVISORY CHALLENGE ▪ SUPERVISION AND THE MANAGEMENT PROCESS ▪ PLANNING AND ORGANIZING SKILLS FOR SUPERVISORS ▪ DELEGATION AND THE SUPERVISORS ▪ COMMUNICATION COMPETENCIES ▪ PROBLEM SOLVING AND DECISION MAKING ▪ HANDLING DIFFICULT SITUATIONS ▪ SUPERVISORS AS EMPLOYEE MOTIVATORS
ENROLLMENT REQUIREMENT	<ul style="list-style-type: none"> ▪ They must be Malaysian Citizen (<u>100%</u> HRDF claimable). ▪ Foreigners with Work Pass from MOHR (HRDF <u>not</u> applicable). ▪ They must be <u>approved</u> by the designated officer/s for this program. ▪ They must be of <u>18 years</u> of age or above. ▪ They must have a minimum <u>PMR</u> qualification (not applicable for foreign workers with Work Pass from MOHR).
PAYMENTS & CLAIMS	<p>THE PAYMENT IS TO BE PAID BY CROSSED CHEQUE MADE OUT TO “MELIND HIGHER EDUCATION SDN BHD”.</p> <p>HRDF 100% Claimable status under our license: SBL-KHAS Category A. The Employer can claim direct from HRDF using the SBL SCHEME.</p> <p>Each employee MUST produce an official form (from MHE) for the employer for each class attendance to obtain the official invoice for the employer to make the claim from HRDF as we are a Category A HRDF License owner which allows 100% claimable option to the Employer.</p>