



## Leadership for Supervisors, Leaders and Managers

### WHO SHOULD ATTEND

This course is specially designed for people who are in the management or supervisory positions and working with one or more persons in a team. It also applies to those who have the potential of being promoted to the supervisory roles such as:

- Manager
- Asst. Manager
- Supervisor
- Asst. Supervisor / Line Leader
- Executive
- Engineer
- Senior Technician
- etc

### OVERVIEW

In any progressive Organization, Leader and Supervisors play a critical role in interfacing with both subordinates and upper-level management. They are the important “links” between management and workers. The leader and supervisors work with through people on a face-to-face, day-to-day basis. But more importantly, they have responsibilities for leading, motivating and organizing their teams so as to contribute effectively and efficiently to the achievement of corporate and employee goals.

### OBJECTIVES

- Understand why CHANGE is crucial towards continuous improvement.
- Take Action and Apply Changes to yourself and subordinates.
- Understand their roles and responsibilities as leaders/supervisors.
- To ENHANCE and update their knowledge and skills of leaders/supervisors.
- To know the necessary steps for being an excellent LEADER.
- Avoid common pitfalls and problems during supervision.
- Practice effective leadership skills to build and develop successful teams.
- Manage subordinates behavior and be able to motivate them.
- Practice good interpersonal skills in managing and working with others.
- Integrate and apply the “critical skills” in managing people.
- To get excellent RESULTS for organization.



## COURSE OUTLINE

Module	Description
<b>Module 1</b>	<b>Your Adaptability in Leading CHANGE</b> <ul style="list-style-type: none"><li>• Why we need to change?</li><li>• Identify and collaborate the FOUR change-adaptability styles effectively</li><li>• Understand the F.E.A.R in you towards change</li><li>• Unleash inner potential towards positive CHANGE in turbulent times</li></ul>
<b>Module 2</b>	<b>Leadership Style and Situational Leadership (Blake &amp; Mouton Managerial Grid)</b> <ul style="list-style-type: none"><li>• Know your own leadership style</li><li>• (X) and (Y) management</li><li>• Flexing your leadership style to suit others and the situation</li><li>• Leadership during crisis</li><li>• Fourteen (14) Characteristics of the Leader Vs Follower</li></ul>
<b>Module 3</b>	<b>Effective Planning and Work Performance</b> <ul style="list-style-type: none"><li>• 5M's planning and control</li><li>• S.W.O.T and S.M.A.R.T.E.R</li><li>• Motivate yourself to become an effective leader.</li><li>• Leader / Supervisory balancing skills<ul style="list-style-type: none"><li>➤ Technical</li><li>➤ Administrative</li><li>➤ Human Relation</li></ul></li></ul>
<b>Module 4</b>	<b>The Secrets To Be An Excellent Leader and Team Motivation</b> <ul style="list-style-type: none"><li>• Understand and analyze subordinate's expectation</li><li>• Peer's view points</li><li>• Exceed boss's expectation</li><li>• Why leader / supervisor fail</li><li>• Eleven (11) principles in human relationship</li><li>• Establishing group consensus</li><li>• Team cooperation and The Power of Motivation others</li><li>• Ways to motivate your subordinate</li></ul>



<b>Module 5</b>	<b>Elements of Communication and Effective Counseling</b> <ul style="list-style-type: none"><li>• Horizontal, vertical and cross communication</li><li>• The empathy listening process and speaking skills</li><li>• Applying body language</li><li>• Eight (8) tips and techniques on counseling effectively</li></ul>
<b>Module 6</b>	<b>Integrating Time Management and Problem Solving</b> <ul style="list-style-type: none"><li>• Time Analysis Grid</li><li>• Manage your time with Time Management Matrix</li><li>• Making decision<ul style="list-style-type: none"><li>➢ What are priorities?</li><li>➢ Setting clear goals</li></ul></li><li>• Six (6) steps for problem solving</li><li>• S.C.R.A.M.P.E.R Technique and creativity in problem solving.</li></ul>
<b>Module 7</b>	<b>The Art of Empowerment Strategies</b> <ul style="list-style-type: none"><li>• The advantages of work delegation</li><li>• Twelve (12) step in work delegation</li><li>• Identify who and what to delegate</li><li>• Develop and implementation of empowerment</li></ul>
<b>Module 8</b>	<b>Overcome ROADBLOCKS and Make Change Happens In You NOW!</b> <ul style="list-style-type: none"><li>• Determine your CORE VALUE and begin the journey</li><li>• Clarify the CHANGE to be Done</li><li>• FOCUS on the Highly Important Element to Change</li><li>• Take the FIRST Step with the END Result in Mind</li><li>• Be a leader and DARE to make a difference</li></ul>



This course will be conducted through highly interactive lectures: **50%**,  
Group discussions, role-play, management activities, self-assessments & video: **50%**



## KHOO HAI CHUI



- Bachelor Of Computer Science (Hons.) Minor: Economics
- PSMB Cert. In Training TTT/0034

MR KHOO has more than 18 years of management experience and held several senior managerial positions such as Manager, Senior Manager, Director of Sales, Country Manager (Corporate Training) and General Manager for a leading international service organization. He also contributed to Pembangunan Sumber Manusia Berhad (PSMB) for developing the curriculum structure for the Train-The-Trainer (TTT) and Evaluation on Effectiveness of Training.

He also has an experience as a tutor in UPM for a few years. Regularly pursuing his own self-development, he is very highly motivated, having excellent interpersonal skills and very strong compelling leadership qualities. A highly logical and analytical mind enables him to confidently and competently teach and take the necessary holistic approach when addressing many underlying issues in problem solving and decision making situations. It is these positives qualities that make him an automatic choice to lead and conduct training. His training has always been evaluated as exciting, fun and learning made easy to apply.

With his vast experience and coupled with excellent language abilities in English, Bahasa Melayu and as well in Negeri Sembilan Malay dialect, making him an ideal trainer. He has always been highly rated as "Excellent" by the participants from the various organizations and his areas of expertise are Team Building & Motivation, Etika Pekerja Cemerlang, Kemahiran Penyeliaan Berkesan, Customer Services, Sales Negotiation Skills, Professional Presentation Skills, Personal Development, Time & Stress Management, Leadership & Empowerment Strategies, Management for Manager, and Human Resource Management.

He was an Assistant Superintendent of Police (ASP) for several years and was awarded the "Best Student" during his training programme. While in the police force, he was exposed to the various work divisions. He had accumulated vast experience and good knowledge on security and supervising the down liner. All these factors display a highly disciplined personality with strong characteristics which are added value as a trainer.



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His rich experience and knowledge in the area of manufacturing and services sector has make him a valued trainer for organizations such as NESTLE Manufacturing, UNILEVER Food ,Sinmah Food (FARMBEST), SONY Precision Eng, PHILIP/NXP Semiconductor ,FLAIRIS Malaysia, PETRONAS gas, HONDA Malaysia, HICOM Automotive, ORNASTEEL Group, FELDA Rubber, Pesama Timber, CIMB Group, TESCO Stores, UiTM, POLITEKNIK, TAYLOR's University College, NATIONWIDE Express, DYNEA, Optimal Chemical, GLOMAC Berhad, Seremban Specialist Hospital, Permai Inn Hotel and many public programs and etc.