



**FMM INSTITUTE**

(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development



# ADVANCED SUPERVISORY SKILLS

As supervisors rise up the ranks, greater responsibilities will be placed upon them to manage the staff and improve their performance. These responsibilities ranged from effectively supervising the daily tasks to improving performance, managing operational activities, administering the company procedures, generating the required reports, achieving the required KPIs and continuing to strive to meet the new demands from the top management.

## WHO SHOULD ATTEND

THIS TRAINING IS DESIGNED FOR ALL SUPERVISORS AND POTENTIAL SUPERVISORS WHO WANT TO MASTER AND PRACTICE ALL THE KEY TECHNIQUES TO DO AN EXCELLENT JOB AND IN ACHIEVING ORGANIZATIONAL GOALS AND VISION

### ADMINISTRATIVE DETAILS

Date : **March 5-6, 2026  
(Thursday-Friday)**

Time : **2 Days (9:00 am - 5:00 pm)**

Platform : **ZOOM Communications**

Fees : **RM 1,134.00 (FMM Member)  
RM 1,215.00 (Non member)**  
The fee inclusive Service Tax at 8%  
(SST No: W10-1901-32000105)

Closing Date : **February 19, 2026 (Thursday)**

Training Provider : **FMM Institute Johor  
MYCOID: 475427W\_JOHOR**

All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the programme. Cancellation received 5 working days before the start of the programme is subjected to a cancellation fee of 50% of the course fees. Cancellation received 3 working days and below before the start of the programme is subjected to cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.



## COURSE CONTENTS

### MODULE 1 : REVISIT DUTIES, TASKS AND SKILLS OF A SUPERVISOR

- Define and develop a Competent Supervisor
- Review supervisors' roles, duties, tasks, change and performance
- Explore strengths, talents, weaknesses and limitations
- Understand what drives you and others
- Where do we go from here? Use your strengths to maximize your supervisory ability and propel the team forward.
- Pleasing Personality Formula
- Personality Profiling - Understand Yourself and Others
- Supervisor's Competency Profile - Skills, Knowledge & Attitude
- Group Discussion and Presentation : Communicating, Relating, Interacting and Supervising with Different Personality Profiles

### MODULE 2 : MASTER THE ART OF SUPERVISION - ELIMINATE POOR QUALITY TASKS & SET NEW TARGET/OBJECTIVES

- 3 types of supervision: no supervision, ineffective supervision, over supervision
- Moving away from ineffective supervision to effective supervision
- The things to look for prior to getting the work started and during work in progress
- Master the supervisory techniques to improve performance
- Analyze present performance and desired performance
- Reflection : Describe & Envision The Supervisor Your Desire To Be
- Develop Action Plan to Improve Supervision
- Group Project : Improve Inefficiency Through Effective Planning & Control

### MODULE 3 : PRORITIZATION - POWER PACK AND GAIN CONTROL OVER YOUR TIME

- Prioritization strategies - eliminate time wasters, plan, schedule and organize workload/tasks
- Linking your priorities to outcomes desired and goals set
- Apply the Pareto Principles (80/20 Way) - evaluate the 20% effort that yields 80% result
- Time Management Matrix - tackle the important vs Urgent activities and tasks
- Develop excellent and effective time habits - procrastination, time wasters, efficiency vs effectiveness
- Work performance curve, personal daily rhythm and energy levels
- Individual Exercise : Evaluate Your Time Log
- The 80/20 Game
- Group Exercise : Eisenhower Time Matrix
- Energy Profilling : Chart your Energy Levels & Performance Curve
- Case Study : Effectiveness vs Efficiency



## COURSE CONTENTS

### MODULE 4 : DEVELOP POSITIVE ATTITUDE AND LEAD POSITIVE CHANGE

- Be the change you want to see - implement your ideal, positive, high achieving workplace
- Ways to successful change management
- Build momentum, manage resistance, and eliminate barriers to successful change
- Handle emotional issues and use empowering language to create trust, mutual respect with happier relationships at work
- Motivate your team and bring out subordinate's potential
- Video Discussion : Who Moved My Cheese?
- Activity - The Change Game
- Individual Exercise - Unleash The Hero

### MODULE 5 : INFLUENCE AND PERSUASIVE COMMUNICATION

- Apply NLP Communication Model - eliminate mental filters (deletion, distortion, categorization, perception)
- Discover and respond effectively to non-verbal cues
- Active listening - paraphrase, summarize, clarify, probe and ask more powerful questions
- Target your message with impact - effective feedback on performance, coaching, give clear precise instructions, motivate and inspire
- The art of influence and persuasion - strategies to increase impact
- Strategies in building rapport - make another person feel seen, understood and felt
- Role Play : Rapport Building & Remove Communication Breakdown & Barriers

### MODULE 6 : DEAL WITH LOW PERFORMANCE, DISAGREEMENTS AND CHALLENGING PEOPLE

- Identify poor performance, discipline issues and look out for common warning signs
- Acknowledge a challenging situation exists, let individuals express their feelings, then define the problem
- Determine underlying need (both sides' interests and expectations)
- Coping strategies for challenging behaviors and conquering resistance
- Defuse disagreements immediately and effectively
- Maintain a win/win approach - dealing with the issue (not the person) and determine follow-up to monitor actions
- Find common ground to move forward
- Motivate for performance and maintain discipline
- Activity & Role Play: Conflict Resolution
- Practice Scalling Technique : Coach Subordinates Effectively
- Practical Exercise: Apply Different Approaches to Conflict Resolution & Achieve WIN-WIN



## COURSE CONTENTS

### MODULE 7 : NURTURE RELATIONSHIP AND ENGAGE SUBORDINATES EFFECTIVELY

- Organizational awareness - build meaningful relationships and people skills at work
- Develop empathy for others - recognize and respond to others' emotions
- Apply emotional intelligence effectively at work
- How to build and maintain a World Class team
- Validate and acknowledge strengths, positive reinforcement and celebrating successes to boost their self esteem
- Resolve team disagreements, building trust and motivation
- Role Play: Perceptual Positioning
- Engaging Activity: Johari Window
- Competition: Team Building Activity (F1 Race)

### MODULE 8 : THINKING OUTSIDE THE BOX, ISSUE SOLVING AND DECISION MAKING

- Flexibility and adaptability - essential keys for survival
- Creative tools to generate fresh ideas, options and alternatives
- Identify issues and test for probable causes - Root Cause Analysis and questioning technique
- Practise techniques to generate solutions required
- Strategies for decision making
- Kaizen - continuous improvements and benchmarking
- Group Exercise: Force New Connection & Free Association
- Hands On Approach: Bring Actual Work Problems to be Solved
- Team Project and Discussion

### FACILITATOR

**Ms. Rachel Khor** - is currently a Master Trainer and Transformation Expert with more than 18 years of training experience in teaching Creativity, Thinking Outside The Box, Analytical Thinking, Problem Solving, Risk Assessment and Decision Making. Her Unique Selling Point is her dynamic and practical approach to training with excellent communication and rapport skills. Due to this she always receives rave reviews and excellent ratings. She trains with her personal brand of positivity, charisma and creativity which greatly motivates her participants to achieve greater heights of accomplishment.



## ADVANCED SUPERVISORY SKILLS

**MARCH 5-6 ,2026 | PLATFORM : ZOOM COMMUNICATIONS**

**FMM Institute (475427-W)**

**Puan Sabrina / Pn. Astri / Pn. Ain**

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**Tel: 07-357 7613 / 14 / 15 / 16 Fax: 07-357 7618**

**Dear Sir/Madam,**

**Please register the following participant (s) for the above programme:**

**(To be completed in BLOCK LETTERS)**

**Please tick accordingly:**

**Fees:**  **FMM Member: RM 1,134.00/pax**  
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

**Non Member: RM 1,215.00/pax**  
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

<b>1.Name:</b>	<b>IC No:</b>	<b>Nationality:</b>
<b>Designation:</b>	<b>Email:</b>	<b>Mobile No.:</b>
<b>2.Name:</b>	<b>IC No:</b>	<b>Nationality:</b>
<b>Designation:</b>	<b>Email:</b>	<b>Mobile No.:</b>

**(if space is insufficient, please attach a separate list)**

### Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the webinar. **Cancellation received 5 working days** before the start of the webinar is **subject to a cancellation fee of 50%** of the webinar fees. **Cancellation received 3 working days and below** before the start of the webinar is **subject to a cancellation fee of 100%** of the webinar fees. **If the participant fails to attend the programme, the full webinar fees are payable.** However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the webinar and all efforts will be taken to inform participants of the changes.

### We hereby confirmed that (please tick accordingly):

We will be claiming under **HRD CORP CLAIMABLE COURSES** and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.

I (self-sponsor) / We will **NOT BE CLAIMING under HRD CORP CLAIMABLE**. Payment will be made to the account payee **FMM Institute** by cheque or bank transfer to **Maybank Account No. 501280056601**.  
**Tin No. : C10626805080**  
**BRO No. : 475427-W**  
**SST No. : W10-1901-32000105**

### Submitted by:

<b>Name:</b>	<b>Email:</b>	
<b>Designation:</b>	<b>Tel No:</b>	<b>Mobile No:</b>
<b>Company:</b>	<b>Address:</b>	

**Tin No. :  
(Company Tax Number)**

**Business Registration  
No. (New/Old)**

**SST No  
(If Applicable):**

**Company Stamp & Signature:**

**Date:**