



FMM INSTITUTE

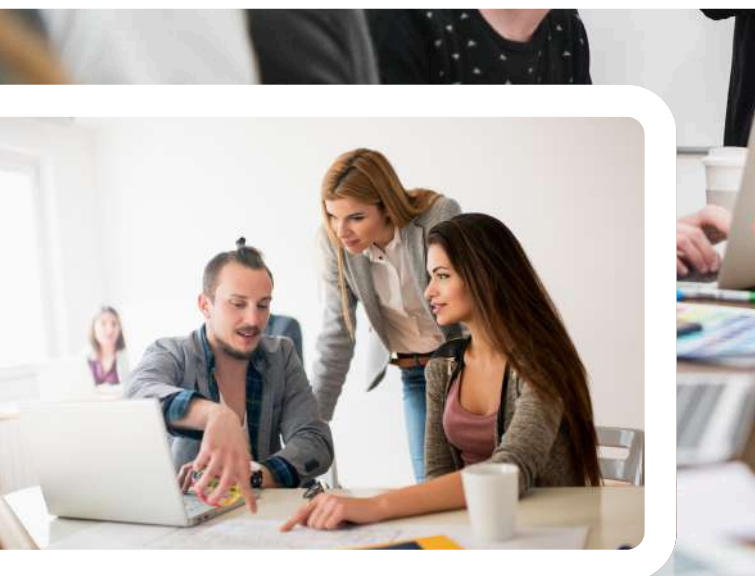
(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development



LEAD WITH IMPACT : MASTERING MODERN SUPERVISION

This intensive 2-days program is meticulously designed to bridge this gap, empowering supervisors with the essential tools, strategies, and mindsets needed to excel in their leadership roles. Through a dynamic blend of interactive workshops, real-world case studies, role-playing exercises, and collaborative activities, participants will gain practical skills to manage diverse teams, foster a positive and inclusive work culture, and address the challenges of leading in today's manufacturing landscape.



DELIVERY METHODOLOGIES

Interactive Workshops; Case Studies; Role-Playing Exercises; Group Activities & Exercises; Reflection and Feedback; and videos presentation

ADMINISTRATIVE DETAILS

Date : **February 23-24, 2026**
(Monday-Tuesday)

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

Venue : **FMM Institute, Johor Branch**
No. 1 & 3, Jalan Kencana Mas 1/1,
Tebrau Business Park III,
81100 Johor Bahru, Johor

Fees : **RM 1,215.00 (FMM Member)**
RM 1,350.00 (Non member)
The fee inclusive Service Tax at 8%
(SST No: W10-1901-32000105)

Closing Date : **February 9, 2026 (Monday)**

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 OUTLINE

DAY 1 : Building Core Supervisory Skills

1. Transitioning from Worker to Supervisor

Objective: Understand the shift from technical to leadership roles.

- Key differences between doing and leading
- Building credibility as a supervisor
- Overcoming challenges of supervising former peers.

Case Study: "From Worker to Team Leader to Supervisor" - A supervisor struggles to gain respect from former colleagues.

Activity: Group discussion - Participants share their transition challenges and brainstorm solutions

Discussion Topic: How to balance authority and approachability.

2. Effective Communication for Supervisors

Objective: Master clear, inclusive communication with diverse teams.

- Active listening and giving constructive feedback
- Adapting communication styles for younger and diverse workers.
- Managing language and cultural barriers in manufacturing settings.

Case study: "Miscommunication on the Factory Floor" - A supervisor's unclear instructions lead to errors.

Activity: Role-play - Practice delivering feedback to a Gen Z employee and resolving a misunderstanding

Discussion Topic: Strategies for clear communication in high-pressure environments.

3. Motivating and Engaging the Younger Workforce

Objective: Learn techniques to inspire and retain Gen Z and millennial workers.

- Understanding younger workers' values (e.g. purpose, growth, flexibility)
- Creating a motivating work environment
- Recognizing and rewarding performance effectively.

Case study: "Keeping the Line Moving" - A supervisor struggles to motivate a disengaged young team.

Activity: Group exercise - Design a recognition program tailored to younger workers.

Discussion Topic: How to align company goals with younger workers' expectations.

4. Team Dynamics and Collaboration

Objective: Foster teamwork across diverse backgrounds.

- Building trust and inclusion in teams
- Leveraging diversity for innovation and productivity
- Managing group dynamics in high-stress settings

Activity: Team-building exercise - "Production Puzzle" where group solve a simulated Production issue.

Discussion Topic: How diversity strengthens team performance.



DAY 2: Advanced Leadership and Problem Solving

5. Conflict Resolution and Handling Difficult Conversations

Objective: Equip supervisors to manage conflicts and sensitive issues.

- Identifying root causes of workplace conflicts.
- De-escalation techniques and maintaining professionalism
- Addressing performance issues with empathy and clarity.

Case study: "Tensions on the Shift" - A conflict between a veteran worker and a younger employee disrupts production

Activity: Role-play - Practice resolving a conflict between two team members.

Discussion Topic: Balancing fairness and firmness in conflict resolution.

6. Decision-Making and Problem-Solving

Objective: Enhance supervisors' ability to make sound decisions under pressure.

- Structured problem-solving frameworks (e.g. 5W & 2H, PDCA Cycle)
- Prioritizing tasks and managing time effectively
- Involving teams in decision-making for buy-in.

Case Study: "Downtime Dilemma" - A supervisor must address a sudden equipment failure.

Activity: Self-assessment - Participants complete an EQ quiz and discuss results in pairs.

Discussion Topic: When to decide alone vs. involve the team.

7. Leading with Emotional Intelligence

Objective: Develop self-awareness and empathy to lead effectively.

- Understanding emotional intelligence (EQ) and its impact on leadership
- Managing stress and emotions in high-pressure environments
- Building stronger relationships with team members.

Case study: "The Stressed Supervisor" - A leader's frustration affects team morale

Activity: Self-assessment- Participants complete an EQ quiz and discuss results in pairs

Discussion Topic: How EQ improves team trust and productivity

8. Action Planning and Program Wrap-Up

Objective: Create a personal action plan to apply skills on the job.

- Setting SMART goals for supervisory improvement
- Overcoming barriers to implementing new skills
- Committing to continuous leadership growth.

Activity: Individual exercise - Draft a 30-day action plan with specific goals (e.g. improve feedback delivery).

FACILITATOR

Jeffrey Bok (Cletus) holds a Bachelor degree in Science (Hons.) with Education and over the years, he has acquired several professional qualifications in Human Resources, Training and Industrial Relations. He is also a certified trainer by International Accrediting Institute of America as well as by Human Resources Development Council of Malaysia (PSMB) (Certificate No.: TTT/0375). In 2018, he has also acquired certifications in numerology and has become a practitioner and a Master Analyst in human profiling.

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LEAD WITH IMPACT: MASTERING MODERN SUPERVISION

FEBRUARY 23-24,2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH

FMM Institute (475427-W)

Puan Sabrina / Pn. Astri / Pn. AinEmail : sabrina@fmm.org.my / astri@fmm.org.my/ nur_ain@fmm.org.my

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

Please tick accordingly:

Fees: ☐ **FMM Member: RM 1,215.00/pax**
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))☐ **Non Member: RM 1,350.00/pax**
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

Dear Sir/Madam,

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

(To be completed in BLOCK LETTERS)

1.Name:

IC No:

Nationality:

Designation:

Email:

Mobile No.:

2.Name:

IC No:

Nationality:

Designation:

Email:

Mobile No.:

*(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 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:

Name:

Email:

Designation:

Tel No:

Mobile No:

Company:

Address:

Tin No. :
(Company Tax Number)Business Registration
No. (New/Old)SST No
(If Applicable):

Company Stamp & Signature:

Date: