



FMM INSTITUTE

(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development



SUPERVISING IN TODAY'S DEMANDING ENVIRONMENT

Rationale

Supervisors are an essential link between management and their subordinates who form the 'work-force' of most organizations. They are the buffers between upper management and frontline employees, serving in effect as human barometers for both groups.

This workshop helps the management and the learners review the essential roles and functions of the 21st Century Supervisors.



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.

ADMINISTRATIVE DETAILS

Date : **August 26-27, 2026**
(Wednesday-Thursday)

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 : **August 12, 2026 (Wednesday)**

Training Provider : **FMM Institute Johor**
MYCOID: 475427W_JOHOR



Target Learners

This workshop will benefit supervisors and team leaders especially those who are new or have recently been promoted into this role. The workshop is also targeted to those who need to update and improve their knowledge and skills on how to carry out their supervisory job more effectively.

Workshop Content

This workshop covers all the essentials of supervisor skills and knowledge in managing people, process and resources towards achieving the organisation's goals.

MODULE 1 : The Essence of the Supervisory Function

- Planning your Roles Well as a Supervisor
- Planning, Organising, Leading and Controlling
- A positive role model and self-motivation
- Determining management's expectation and your abilities.

MODULE 2 : Developing Human Relations Skills

- Guidelines for Developing Good Human Relations
- The Golden Bullet in Human Relations

Case Study - A Supervisors's dilemma

MODULE 3 : Motivating Employees for Results

- The core needs in human
- Understanding the human behaviour
- The power of positive reinforcement
- Coaching and delegating

MODULE 4 : Communicate, Counsel, Coach , Develop Subordinates

- The four essential elements of communications
- Communication Skills in Action
- Empowerment
- Develop capable subordinates

Case Study - Coaching in Action

FACILITATOR

Kenneth Ng is a holder of an MBA degree from the Heriot-Watt University, United Kingdom and a Certified Training Professional (CTP) from ARTDO International. He is also a recipient of the prestigious King Scout (Pengakap Raja) award bestowed by the Malaysian King in 1989. Also, Kenneth is a certified trainer to conduct The Heart of Coaching (HOC) program, a program developed by internationally renowned guru Thomas G. Crane, USA. Kenneth has been involved in developing and customising programs like Supervisory Development Programs, Management Development Programs and Train the Trainer (TTT) programs for industrial-vocational trainers/facilitators, using a competency- based approach to evaluate the transfer of learning. Kenneth is an advocate and practitioner of Emotional Excellence; having been certified by Professor Dr. Leonard Yong to conduct Leonard Personality Inventory profiling in the workplace. Kenneth is conversant in both the English and Mandarin languages. He is one of the few trainers who can conduct training for the Mandarin Speaking Community and Corporations.



Workshop Content

This workshop covers all the essentials of supervisor skills and knowledge in managing people, process and resources towards achieving the organisation's goals.

MODULE 5 : Develop & Maintain a Positive Mental Attitude

- Setting the direction & goals for the departments & the individuals
- Identify productive mental states for positive thinking by removing impediments / obstacles and developing new strategies

Case Study - Team SWOT analysis & strategic planning

MODULE 6 : Manage Conflicts at the Workplace

- Assertiveness and successful conflict management
- Embrace change with winning characteristics
- Dealing with difficult employees and why they don't perform up to standard

MODULE 7 : Process of Problem Solving & Decision Making

- Problem solving vs. decision making
- Problem Solving - the rational approach vs. creativity approach
- Understanding the Decision Making Process

Case Study - SA-PA-DA-PPA

MODULE 8 : Human Resource Development

- New hire orientation
- On the Job training
- E-learning
- Management development
- Career development

Plan of Action (POA) Worksheet

FACILITATOR

Kenneth Ng is a holder of an MBA degree from the Heriot-Watt University, United Kingdom and a Certified Training Professional (CTP) from ARTDO International. He is also a recipient of the prestigious King Scout (Pengakap Raja) award bestowed by the Malaysian King in 1989. Also, Kenneth is a certified trainer to conduct The Heart of Coaching (HOC) program, a program developed by internationally renowned guru Thomas G. Crane, USA. Kenneth has been involved in developing and customising programs like Supervisory Development Programs, Management Development Programs and Train the Trainer (TTT) programs for industrial-vocational trainers/facilitators, using a competency-based approach to evaluate the transfer of learning. Kenneth is an advocate and practitioner of Emotional Excellence; having been certified by Professor Dr. Leonard Yong to conduct Leonard Personality Inventory profiling in the workplace. Kenneth is conversant in both the English and Mandarin languages. He is one of the few trainers who can conduct training for the Mandarin Speaking Community and Corporations.

**FMM INSTITUTE**

(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development

**SUPERVISING IN TODAY'S DEMANDING ENVIRONMENT****AUGUST 26 - 27 ,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: _____ Moblie No: _____

Company: _____ Address: _____

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

Company Stamp & Signature: _____ Date: _____