

## Effective Supervisory Leadership Skills

HRD Corp registered training program ID: 10001229518

*Supervisory Excellence for  
Workplace Success*



Face to face  
Instructor-Led Training



5 & 6 MAY 2025  
(MON & TUE)



9:00 AM  
5:00 PM



Jazz Hotel,  
Penang



**Register Now!**



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*"Lead with Confidence,  
Inspire with Impact"*

## Course Overview

In today's fast-paced workplace, supervisors must navigate challenges such as managing a multigenerational workforce, addressing employee disengagement, handling performance issues, and resolving workplace conflicts. Communication breakdowns, lack of accountability, and ineffective delegation can lower productivity and morale. Additionally, balancing workload priorities, aligning teams with organisational goals, and sustaining motivation require strong leadership and problem-solving skills.

Effective supervisory leadership is crucial for driving team performance, fostering collaboration, and ensuring workplace success. This program equips supervisors, team leaders, and managers with essential skills to manage teams effectively, enhance communication, resolve conflicts, and boost employee motivation.

The course covers conflict resolution strategies, time management techniques, and professional approaches to handling employee concerns. Supervisors will learn to assess performance, provide constructive feedback, and apply coaching and counseling techniques to support employee growth. Additionally, participants will explore strategies for building high-performing teams, maintaining motivation, and fostering a culture of accountability and excellence.

This two-day training program provides practical tools and strategies to help supervisors lead with confidence, improve employee engagement, and drive productivity, making it ideal for supervisors, engineers, departmental heads, and team leaders responsible for organisational success.

Click here  
for more  
information



## Learning Outcomes

By the end of this workshop, participants will be able to:

- ✓ Identify workplace conflicts, assess resolution styles, apply structured techniques, and foster open communication and teamwork.
- ✓ Prioritize tasks, eliminate inefficiencies, manage procrastination, and apply time management strategies for productivity and balance.
- ✓ Address employee concerns with empathy, maintain self-esteem, apply problem-solving techniques, and promote open dialogue.
- ✓ Identify performance gaps, implement management strategies, provide feedback, and set clear accountability expectations.
- ✓ Sustain motivation through recognition, continuous learning, and fostering employee ownership of responsibilities.
- ✓ Apply coaching and counseling techniques to develop potential, address challenges, and provide constructive feedback.
- ✓ Strengthen collaboration, manage team dynamics, handle difficult employees, and build a culture of trust and accountability.
- ✓ Conduct structured follow-ups, provide ongoing support, address performance issues, and implement long-term development plans.







## Course Benefits

This course enhances leadership, communication, and teamwork while improving employee performance and productivity. It equips supervisors with conflict resolution, time management, and motivation strategies to boost engagement and retention. Businesses benefit from stronger teams, greater efficiency, and overall growth.

## Who Should Attend?

This course is ideal for supervisors, team leaders, managers, department heads, and HR professionals looking to enhance leadership skills to drive productivity and improve employee performance.

## Training Methodology

This interactive workshop combines lectures, discussions, role-plays, case studies, and group activities, allowing participants to engage in real-world scenarios, self-assessments, and skill-building exercises for practical application.

## Training Duration

Full 2 days training (9:00 am-5:00 pm)

## HRD Corp Registered Program ID Nos

10001229518

## Public Program Course Fee

Single Registration – RM 1,480.00 nett per participant

Group Registration – RM 1,100.00 nett per participant  
(For 4 participants or more from the same organization)

*(The fee covers training materials, lunch, coffee/tea, snacks, supplementary notes, a detailed training report with assessment and a Certificate of Completion)*



## In-House Training Enquiry

For more information regarding our In-House/ Public Program courses, please email us your inquiry at [sales@progresslink.com.my](mailto:sales@progresslink.com.my)

or to speak to our Sales Consultant at +604- 297 6881 or 011-1289 6881

For public program schedules, please visit our website: [www.progresslink.com.my/events/](http://www.progresslink.com.my/events/)

*Register*  
**TODAY**  
TRAINING FEES ARE ELIGIBLE FOR  
HRD CORP CLAIMABLE COURSE SCHEME.



### **PROGRESS LINK TRAINING & CONSULTANCY SDN BHD (880988-H)**

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10470 Tanjung Tokong, Penang, Malaysia.

Tel : +6 04- 297 6881 Fax : +6 04- 297 6882

Email: [sales@progresslink.com.my](mailto:sales@progresslink.com.my)

Website: [www.progresslink.com.my](http://www.progresslink.com.my)

# COURSE MODULE

## DAY ONE - FOUNDATIONS OF SUPERVISORY LEADERSHIP

### MODULE 1: UNDERSTANDING LEADERSHIP ROLES AND RESPONSIBILITIES

- Common challenges faced by supervisors
- Key roles and responsibilities of an effective leader
- Essential skills for handling employee concerns and workplace issues

### MODULE 2: MASTERING EFFECTIVE COMMUNICATION

- Communicating with clarity and confidence for leadership success
- Key elements of effective communication in a supervisory role
- Adapting communication styles for different personalities
- Identifying and overcoming barriers to communication
- The power of active listening in leadership

### MODULE 3: MOTIVATING AND ENGAGING EMPLOYEES

- Understanding motivation: The Hierarchy of Needs
- What employees expect from their organisation and leaders?
- Strategies for fostering a positive workplace attitude
- Building mutual respect and trust as a leader
- Aligning personal and company goals for motivation
- The role of recognition and appreciation in performance enhancement
- Encouraging ownership, contribution, and accountability
- Setting clear and measurable performance expectations

### MODULE 4: GOAL SETTING AND DELEGATION FOR HIGH PERFORMANCE

- Defining and applying the SMART Goals Framework
- Identifying the Right Tasks to Delegate
- Selecting the Right Person for the Task
- The Delegation Process: Steps to Success
- Overcoming Common Delegation Challenges
- The Impact of Effective Delegation

### MODULE 5: MANAGING CONFLICT WITH CONFIDENCE

- Self-evaluation: Understanding your conflict resolution style
- Identifying personal styles in handling conflicts
- Implementing the ADOPT Method for resolution
- Developing a Win-Win approach to workplace conflicts

# COURSE MODULE

## DAY TWO - ADVANCED SUPERVISORY SKILLS FOR EFFECTIVE LEADERSHIP

### MODULE 6: TIME MANAGEMENT FOR SUPERVISORS

- Prioritisation techniques for managing workload effectively
- Overcoming procrastination and improving productivity
- Creating an actionable time management plan

### MODULE 7: HANDLING EMPLOYEE CONCERNS WITH CONFIDENCE

- Maintaining and enhancing employees' self-esteem
- Active listening and empathetic responses
- Collaborative problem-solving techniques

### MODULE 8: ADDRESSING PERFORMANCE AND WORK HABIT ISSUES

- Handling Poor Performers
- Key factors affecting employee performance
- Best practices for addressing and improving poor performance
- Handling Poor Work Habits
- Identifying root causes of poor work habits
- Guidelines for correcting behaviors and setting expectations

### MODULE 9: DRIVING PERFORMANCE THROUGH MOTIVATION

- Strategies to sustain and reinforce improved performance
- Techniques for motivating average performers to excel
- Recognising and rewarding achievements for long-term engagement

### MODULE 10: ESSENTIAL COACHING AND COUNSELING SKILLS

- Practical coaching techniques for supervisors
- Key principles of effective counseling in the workplace
- Encouraging growth and development through motivational leadership

### MODULE 11: BUILDING AND LEADING HIGH-PERFORMANCE TEAMS

- Unlocking team potential: Getting the best from employees
- Managing team dynamics and resolving conflicts effectively
- Strategies for handling difficult team members with professionalism

### MODULE 12: FOLLOWING UP ON EMPLOYEE DEVELOPMENT AND PERFORMANCE

- Addressing unsatisfactory improvement with structured follow-ups
- Maintaining continuous motivation and support
- Setting clear consequences for ongoing poor performance
- Scheduling and conducting effective follow-up meetings

## REGISTRATION FORM

### EFFECTIVE SUPERVISORY LEADERSHIP SKILLS

5th & 6th MAY 2025 (MON & TUE)

The Manager

**PROGRESS LINK TRAINING & CONSULTANCY SDN BHD**

C-3-1, Vantage Desiran Tanjung, Tanjung Tokong, 10470 Tanjung Tokong, Penang, Malaysia.

Tel: 04-297 6881; Fax: 04-297 6882

Email: sales@progresslink.com.my

Dear Sir/Madam,

Please register the following participant(s) for this program as follows:-

Course Title: EFFECTIVE SUPERVISORY LEADERSHIP SKILLS

Venue: JAZZ HOTEL, PENANG

Date: 5th & 6th MAY 2025

**Registration (Please tick (✓) accordingly)**

☐ Single registration (1 x participant) = RM1,480.00      ☐ 2 x participants = RM2,960.00      ☐ 3 x participants = RM4440.00

☐ Group registration discount (Minimum 4 participants or more from the same organisation)

No. of participants \_\_\_\_\_ x RM 1,110.00 per pax = Total RM \_\_\_\_\_

**Payment Method (Please tick (✓) accordingly)**

☐ Claim under HRD Corp Claimable Courses scheme (Program ID: 10001229518 - Public)

☐ Enclosed cheque nos. \_\_\_\_\_ being payment made in favour of "PROGRESS LINK TRAINING & CONSULTANCY SDN BHD"

☐ Online transfer / Direct bank-in to PUBLIC BANK BERHAD account number 3194 100 708 (please email us the bank-in slip)

Requested by:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Email: \_\_\_\_\_

Company name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No.: \_\_\_\_\_ Mobile No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Company Stamp

Terms & Conditions:-

Kindly forward the payment to us at least one week before the commencement of the program. A completed registration form submitted by fax, mailed, or e-mailed to Progress Link & Consultancy Sdn Bhd would be confirmed. All cancellations must be made in writing. There will be no charge for cancellations received 14 or more working days before the start of the program. Cancellation received between 7 – 13 working days before the start of the program is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the program is subject to a full 100% cancellation fee of the course fees. If the full course fees are payable if the participant fails to attend the program. However, a replacement may be accepted at no additional cost, subject to approval. Progress Link Training & Consultancy Sdn Bhd reserves the right to change the facilitator, reschedule or cancel the program and all efforts will be taken to inform participants of the changes. Should the program be cancelled or postponed, Progress Link Training & Consultancy Sdn Bhd is not responsible for covering airfare, hotel, other travel costs, or any additional costs incurred by the participants.



1. Participant Name :

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IC or Passport No :

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Designation :

Mobile No:

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Email address :

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2. Participant Name :

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IC or Passport No :

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Designation :

Mobile No:

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Email address :

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3. Participant Name :

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IC or Passport No :

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Designation :

Mobile No:

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Email address :

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4. Participant Name :

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IC or Passport No :

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Designation :

Mobile No:

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Email address :

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5. Participant Name :

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IC or Passport No :

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Designation :

Mobile No:

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Email address :

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*(If there are more participants, please attach a separate list)*