



DRIVING SUPERVISOR PRODUCTIVITY

This program is your answer to survive as a supervisor - to manage your own functions and gain the right mix of skills and confidence to succeed with colleagues, direct reports and upper management. Conflicting commitments and communication barriers. Time constraints and tough decisions. Delegation, discipline, office politics and employee dissatisfaction. These are just some of the daily roadblocks that affect profits, morale and the bottom line. This program will show you how to manage these priorities and time so you can manage everyday work and life demands, obtain real solutions to work challenges and learn how to gain control of your job and increase your productivity

Learning Outcomes

- Learn to gain control of your job, and not have the job control you
- Discuss Productivity and the Supervisors Evolving Role
- Develop flexibility in your problem-solving style to achieve better results
- Learn to calculate risk and effectively set and communicate priorities
- Communicate and collaborate better with cross-functional groups
- Gain the confidence and skills to handle day-to-day challenges easily
- Discover your individual challenges and the "real" issues that cause day-to-day stress
- Identify, assess and reduce the stress associated with decision making and problem solving
- Learn to set priorities and balance conflicting commitments
- Learn to anticipate conflicts and build confidence and trust with your staff and your manager
- Gain the skills to support the needs of the business and your direct reports through improved performance and productivity



Trainer
Dr. Jenny Cha

Dr. Jenny Cha is a bilingual corporate trainer (Bahasa Malaysia & English) with over 24 years of experience in corporate travel, events, and hospitality. A University of Malaya graduate and holder of a Doctor of Business Administration (DBA) in Leadership, Hospitality and Service Excellence, she is known for her engaging, practical, and hands-on facilitation style that makes learning impactful and relatable. She has designed and delivered customised programmes in professional image, business etiquette, communication, customer service, sales, and leadership for organisations such as Great Eastern Life, Sime Darby Oil, IOI Property, OCBC Bank, DKSH, UCSI University, Cuckoo, EduCity, Dome Café, Super Saigon, Aramex Malaysia, MCMC, Bandar Utama, and hotels including Ibis KLCC, Attana, and Crockfords Hotel, Resorts World Genting. Certified in Image Consulting, LEAP, Communication, NLP, and DISC, Dr. Jenny is passionate about helping individuals and organisations grow with confidence, credibility, and excellence. With strong sales acumen, she once turned around a travel brand from zero sales to RM15 million in its first year, demonstrating her ability to translate strategy into real business results.

→ Modules

Module 1: Defining your time challenges

Module 2: Communicating to Influence and Get Results

Module 3: Problem solving & decision making

Module 4: Coaching for Self-Motivation

Module 5: Leading Yourself in an Emotionally Intelligent Way for Greater Productivity

BOOK IN A QUICK CALL

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www.knowledge-evo.com

DRIVING SUPERVISOR PRODUCTIVITY

1. Overview:

This program is your answer to survive as a supervisor - to manage your own functions and gain the right mix of skills and confidence to succeed with colleagues, direct reports and upper management. Conflicting commitments and communication barriers. Time constraints and tough decisions. Delegation, discipline, office politics and employee dissatisfaction. These are just some of the daily roadblocks that affect profits, morale and the bottom line. This program will show you how to manage these priorities and time so you can manage everyday work and life demands, obtain real solutions to work challenges and learn how to gain control of your job and increase your productivity.

2. Learning Outcomes:

Upon completion of this one-day training program, participants will be able to:

- Learn to gain control of your job, and not have the job control you
- Discuss Productivity and the Supervisors Evolving Role
- Develop flexibility in your problem-solving style to achieve better results
- Learn to calculate risk and effectively set and communicate priorities
- Communicate and collaborate better with cross-functional groups
- Gain the confidence and skills to handle day-to-day challenges easily
- Discover your individual challenges and the “real” issues that cause day-to-day stress
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- Gain the skills to support the needs of the business and your direct reports through improved performance and productivity

3. Target Audience:

- Field supervisors, frontline supervisors, production supervisors, any new supervisors with direct reports with colleagues, direct reports and upper management.

4. Location:

- Petaling Jaya, Selangor

5. Course Outline:

DAY ONE

9:00am – 10:30am

- Module 1: Defining your time challenges
- Challenges presented by your own attitudes/feelings about time
- Identifying the real time wasters
- Assessing your current time management system and your own personal challenges
- Determining your priorities for change

10:30am – 11:00am Coffee Break

11:00am – 1:00pm

- Module 1: Defining your time challenges
- The pareto principle
- The urgent/important matrix (Covey Principles)
- Distinguish between being effective and being efficient.
- Planning activities
- Classify all your activities according to a formula for potential

3:30pm – 4:00pm Coffee Breaks

4:00pm – 5:00pm

- Module 2: Communicating to Influence and Get Results
- Perception filters
- Internal and external barrier to better relationships
- Speaking and listening for feelings
- Structure and present improvement plans and recommendations effectively and persuasively
- Address conflict and lack of support by confronting and resolving dissenting views
- Assess reactions to conflict and adopt an approach for more productive resolution to disagreements

DAY TWO

9:00am – 10:30am

Module 3: Problem solving & decision making

- When you have to solve a problem quickly, strategies for making the best decision possible
- How to instill a teamwork mentality into a department full of individualists
- How your staff can meet deadlines more often without you having to constantly nag and hand-hold

10:30am – 11:00am Coffee Break

11:00am – 1:00pm

Module 4: Coaching for Self-Motivation

- Understand the coaching process and its role in motivation
- Understand the skills needed for effective coaching
- Practice your coaching skills & receive feedback
- Understand motivational challenges that most teams share
- Understand the special motivational challenges faced by different types of teams
- Analyze the team motivational factors present in the case you select, and plan to work with

1:00pm – 2:00pm Lunch Break

2:00pm – 3.30pm

Module 5: Leading Yourself in an Emotionally Intelligent Way for Greater Productivity

- Techniques to achieve greater self-awareness, self-control, and self-motivation
- Demonstrate greater self-awareness

3:30pm – 4:00pm Coffee Breaks

4:00pm – 5.00pm

Module 5: Leading Yourself in an Emotionally Intelligent Way for Greater Productivity

- Practice greater self-regulation
- Stress fundamentals – symptoms, negative stress, stress at home and workplace, coping mechanism
- Your Personal Action Plan

6. Certificate:

- Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program

7. Registration Method:

- Online: <https://knowledge-evo.com/index.php/events2/>
- Contact our office: +6019 572 0449 or Email: enquiry@knowledge-evo.com

8. Course Fee & HRD Corp Claimable:

- RM1800 per pax (inclusive of 8% SST)
- HRD Corp Claimable - Yes
- 5% Group discount is available - min 3 pax.

9. Training Date:

- 10 & 11 June 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)
- 1 & 2 July 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)
- 5 & 6 August 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)

REGISTRATION FORM

Program Name			
Company Name			
Address:			
Tel & Extension No (if any):		Email:	
Participant Name #1			
Designation:		Email:	
Participant Name #2			
Designation:		Email:	
Participant Name #3			
Designation:		Email:	

The JD14 Form/ Invoice should be directed to Mr/ Ms (Dept):

Name of Authorizing Manager:			
Tel & Extension No (if any):		Email:	
Designation:		Department:	
Signature:		Company Stamp:	

Please make your cheque payable to: Knowledge Evolution Sdn Bhd | MAYBANK 5123-5231-7482

*Please indicate the invoice number in the reference section for online transfers and send the bank in slip receipt to WhatsApps +6019 572 0449 or email: enquiry@knowledge-evo.com

NOTE:

- 1.Date & venue of seminar subject to change.
- 2.Payment must be made 14 days before the training date.
- 3.Registration cancelled 14 days prior to the event is subject to RM100 service charge per participant.
- 4.No refunds for notice received less than 14 days prior to the event. A substitution may be made at any time at no extra charge.
- 5.Program content may change subject to revision by our consultants from time to time.
- 6.Full fee is required with your registration. 5% Group discount is available - min 3 pax.