



STEP UP TO SUPERVISOR

This workshop is designed to help participants overcome many of the supervisory problems they will encounter. This program is designed for those who have been promoted recently into a management role and for those who have been there for some time but are having trouble managing their "colleagues." Participants learn to set boundaries, run successful workgroups, establish goals and expectations, give performance feedback, address general supervision issues, and motivate staff. By the end of this program, participants should understand their role as a supervisor. They should be better able to supervise and manage those they used to work with as well as those with whom they may have become too familiar.

Learning Outcomes

- Describe the role of supervisor and how it differs from the role of coworker.
- Delegate tasks to others.
- Set SMART goals for themselves and others.
- Provide constructive feedback and follow up on goals and workgroup targets with subordinates.
- Counsel an employee who is not performing up to expectations.
- Describe appropriate ways of building a congenial work environment without crossing supervisor/coworker boundaries.
- Understand the impact of body language and vocal tones on communication.
- Capitalize on personal style for more effective communication.
- List tactics for dealing with difficult behaviors.
- Develop an action plan to improve supervision skills.



**Trainer
Dr. Anita
Shanmugam**

Dr. Anita Shan is a Customer Experience Transformation Specialist with over 15 years of experience driving service excellence and operational impact across Malaysian organisations. With a strong background in ICT solutions and digital transformation through Microsoft and IBM partner ecosystems, she has worked closely with enterprise clients, government stakeholders, and cross-functional teams to enhance customer-centric performance and service outcomes.

She specialises in Customer & Employee Experience (ECX), service quality transformation, communication, EQ, leadership capability building, and frontline performance improvement, delivering highly practical and application-focused learning journeys. A Lead Trainer for HRD Corp's Certified Train-the-Trainer (TTT) Programme, Dr. Anita has supported hundreds of trainers nationwide and delivered customised programmes for organisations across financial services, utilities, telecommunications, property, and the public sector.

Dr. Anita believes that exceptional customer experience begins with exceptional employee experience, and she champions leadership practices built on care, clarity, trust, and collaboration to create sustainable service cultures.

→ Modules

- Module 1: Good Manager, Bad Manager: Which Do You Want to Be?
- Module 2: Understanding Different Communication Styles
- Module 3: Goal Setting for Peak Performance
- Module 4: Delivering Performance Feedback
- Module 5: Dealing with Challenges

BOOK IN A QUICK CALL

+6019 572 0449



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www.knowledge-evo.com

STEP UP TO SUPERVISOR

1. Overview:

This workshop is designed to help participants overcome many of the supervisory problems they will encounter. This program is designed for those who have been promoted recently into a management role and for those who have been there for some time but are having trouble managing their "colleagues." Participants learn to set boundaries, run successful workgroups, establish goals and expectations, give performance feedback, address general supervision issues, and motivate staff. By the end of this program, participants should understand their role as a supervisor. They should be better able to supervise and manage those they used to work with as well as those with whom they may have become too familiar.

2. Learning Outcomes:

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

- Describe the role of supervisor and how it differs from the role of coworker.
- Delegate tasks to others.
- Set SMART goals for themselves and others.
- Provide constructive feedback and follow up on goals and workgroup targets with subordinates.
- Counsel an employee who is not performing up to expectations.
- Describe appropriate ways of building a congenial work environment without crossing supervisor/coworker boundaries.
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- Capitalize on personal style for more effective communication.
- List tactics for dealing with difficult behaviors.
- Develop an action plan to improve supervision skills.

3. Target Audience:

- Senior executives, newly appointed supervisors, team leaders & assistance supervisors.

4. Location:

- Petaling Jaya, Selangor

5. Course Outline:

DAY ONE

9:00am – 10:30am

- Module 1: Good Manager, Bad Manager: Which Do You Want to Be?
- Qualities of good and bad managers
- Supervisor's roles and responsibilities
- Gaining respect from coworker and setting boundaries
- Techniques to Achieve Greater Self-Awareness, Self-Control, and Self-Motivation
- Demonstrate Greater Self-Awareness
- Practice Greater Self-Regulation

10:30am – 11:00am Coffee Break

11:00am – 1:00pm

- Module 2: Understanding Different Communication Styles
- Understanding the Mind and Perceptions
- Rephrasing for Better Relationships
- How to deliver messages to subordinates effectively
- Listening for feelings

3:30pm – 4:00pm Coffee Breaks

4:00pm – 5:00pm

Module 3: Goal Setting for Peak Performance

- Delegating and setting realistic, manageable goals
- Components of SMART goals

DAY TWO

9:00am – 10:30am

Module 3: Goal Setting for Peak Performance

- Delegating and communicating goals and expectations
- Understanding the Pareto Principle
- Structure, Plan and Present Improvement Plans and Recommendations Effectively

10:30am – 11:00am Coffee Break

11:00am – 1:00pm

Module 4: Delivering Performance Feedback

- What is feedback and why is it important
- Characteristics of effective feedback
- Challenges in providing feedback
- Group Activity – Feedback role play

1:00pm – 2:00pm Lunch Break

2:00pm – 3.30pm

Module 5: Dealing with Challenges

- Effectively manage difficult personalities and tough situations.
- Deal with four common types of problem employees
- How to instill a teamwork mentality into a department full of individualists

3:30pm – 4:00pm Coffee Breaks

4:00pm – 5.00pm

Module 5: Dealing with Challenges

- Understand the coaching process and its role in motivation
- Understand the skills needed for effective coaching

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:

- 29 & 30 June 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)
- 27 & 28 July 2026 (9am - 5pm with 2 Coffee Breaks and 1 Lunch included)
- 20 & 21 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.