

# SUPERVISORY DEVELOPMENT SKILLS



A 2-days intensive course by  
**Dzul Karnain Musa**

... drawing from an enviable MNC background of customer service, corporate training and business operations management credentials spanning over 30 years.

**Making the move into the Supervisor's job can be demanding.**

**It needs new skills so that you can get results through other people.**

The process of effective, professional supervisory control begins in YOU!  
Achieve a better working culture by increasing productivity.

To increase productivity requires the initiation of change towards the renewal of performance.

Supervisors must be able to persuade and convince people not only to embrace change but also to double if not triple their efforts.

**This program provides in-sights on**

- Ways of becoming an effective and more experienced supervisor.
- Ways to speed up growth and abilities in people management.



For more information, please contact

**IDC TRAINING HOUSE SDN BHD    TEL: 03-7956 5126    WWW.IDC-TRAINING.COM**

HRD Approved "Class A" Training Provider (since Year 2002). Registered with Ministry of Finance.

# SUPERVISORY DEVELOPMENT SKILLS



## *Who Should Attend?*

Anyone who is new to, or will soon be in, a Supervisory or Management role.

- ✓ Customer Relationship Management
- ✓ Customer Service / Care
- ✓ Human Resources
- ✓ Marketing & Sales Manager
- ✓ Service Enhancement / Delivery
- ✓ Secretarial / Personal Assistant
- ✓ Total Service Quality / Quality Assurance
- ✓ Helpdesk / Administrative

## *Trainer's Background*



**Mr. Dzul Karnain**, an excellent communicator and business coach drawing from an enviable MNC background of customer service, corporate training and business operations management credentials spanning over 30 years.

Dzul is a very experienced practitioner, providing customized learning solutions and training for business to increase productivity and profitability, through performance management, leadership and team development.

He brings with him a wealth of experience gathered from his previous job responsibilities that includes:-

- ✧ Positions held as Director of Customer Service / Associate Director / Regional Compliance Controller.
- ✧ Reporting directly to CEO & Retail Operations
- ✧ Managing the total operational staff strength of over 1,200 personnel including Branch, Warehouse Managers and 8 Regional Controllers.
- ✧ Meeting and negotiating with top level government officials including at ministerial level.

Dzul's approach to training and consulting are practical and results-oriented. It is filled with ideas and skills that are customized to provide a catalyst to dramatic improvement in all areas of human resource performance.

His corporate clients includes Melewar Sdn Bhd, Jabatan Kebajikan Wanita, Bank Simpanan Nasional, Universiti Malaya (Komersial Unit), Biotech Corporation Sdn Bhd and many others.

## *How You Will Learn*

This intensive course is highly participative and provides delegates with guidance on how they can build and develop key skills needed when they move into a supervisory role.

The course is designed to be as practical as possible. The programme format includes individual/group discussions and simulation exercises.

This course can be presented at different levels according to the skills of the delegates.

## *Topics to Be Covered*

- ✓ Supervisory Skills - What are they?
- ✓ Managing Resources
- ✓ Making Professional and Persuasive Presentations
- ✓ Standards of Performance
- ✓ Active Listening & Questioning Skills
- ✓ Influencing and Negotiation Skills
- ✓ The Meeting Process
- ✓ Planning and Decision Making

## *Courses by Dzul Karnain*

- ✓ Elevate Yourself & Your Team in Retail Management
- ✓ Excellent Customer Service Skills
- ✓ Problem Solving & Decision Making
- ✓ Supervisory Development Skills

**IDC Training House** is a leading Training Provider for corporate & government sectors; to both local & international market. Our strength lies in providing Trainers who are highly experienced & knowledgeable in their respective fields; in order to produce well-trained and qualified professionals to meet the demands of the new economy.

We specializes in human capital development in areas of **Soft Skills, Motivation, Leadership, Management, IT, ISO, Team Building, & Technical.**

**If your company wishes to have a cost effective in-house training that is customized for your company,**

Call us at  
**+60-3-7956 5126 / 5139**  
 Or  
 Email to **info@idc-training.com**

For more programs offered by IDC Training House, please visit <http://www.idc-training.com>

For public workshops, please visit <http://www.idc-training.com/course-calendar.html>

**Course: Supervisory Development Skills** **Date: 8 - 9 Jun 2010**  
**Venue: IDC Training Room, Amcorp Trade Centre, PJ, Selangor, Malaysia** **Time: 9am - 5pm**

Name of Applicant(s) Mr / Ms / Dr / Ir (Others)	Designation(s)	Contact No. (H/P)
1. _____		
2. _____		
3. _____		
4. _____		
5. _____		
Company Name :		
Correspondence Address :		
Tel :	Ext. :	Fax :
H/P :	E-mail :	
Contact Person :		Designation :

	<b>Group Package</b> Minimum 3 delegates	<b>Early Bird Package</b> (with payment)	<b>Normal Price</b>
<b>Course Fee (per person)</b>	<b>RM 1,180</b>	<b>RM 1,380</b>	<b>RM 1,680</b>
<b>Closing Date</b>	<b>25 May 2010</b>	<b>7 May 2010</b>	<b>25 May 2010</b>

**Terms and Conditions**  
**Registration Policy**

Fees include course materials, lunch & tea breaks. Payment can be made by cash, credit card or using crossed cheque/bank draft made payable to **IDC Training House Sdn Bhd**, fourteen (14) working days prior to the date of the program. Otherwise registration(s) is treated as unconfirmed.

**Disclaimer**

**Changes of course date, Trainer/Facilitator or venue**

We reserve the right to make alternative arrangement to the above if the needs arise due to unforeseen circumstances. Every effort will be made to inform the participants of these changes.

**Additional Expenses**

We shall not be responsible for any extra expenses incurred by any participant(s) while attending the course.

Please download the location map from: [http://www.idc-training.com/map/idc\\_map.pdf](http://www.idc-training.com/map/idc_map.pdf)



Certificate of Attendance upon completion of the course



Save more with In-House Training



Save more with group of 3 delegates