

# 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

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

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## *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.

He is able to share his experiences to achieve greater heights in developing and grooming successful leaders.

## *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