



Mastering Leadership: Developing Supervisory Skills for Success

Trainer: Nor Yusman Bin Hussain

Date: 20-21 July 2023 (Thursday-Friday)

Time: 9AM – 5PM

Venue: Pearl Point Hotel KL / Gleamy Center, KL

OBJECTIVES

Upon completion of this program, participants should be able to:

- Visualizing the transition to leadership role efficiently
- Identifying just what supervisory leadership is all about
- Identifying what are the different types of supervisory leadership that suits them the best
- Awareness of their own strengths and room for improvements in terms of leadership.
- Profiling themselves and their team to better understand how to connect & adapt effectively.
- Creating effective communication and instructions within the team or with other teams in the organization.
- Motivating and coaching themselves and their team for better productivity and results.
- Developing better problem solving and decision-making skills.
- Build a moving forward plan and develop solutions for themselves and their team.

WHO SHOULD ATTEND

This course is specially design for non-executives' leaders, Supervisors, Supervisors candidates and Managers.

COURSE OUTLINE

Module 1: Be an Effective Leader

- Program Context Setting
- Working Agreement
- What are these things we call SUPERVISORS?
- The leader I want to be
- Challenges in Leadership
- Supervisor roles of the 21st century...



Module 2: Leadership Starts with Me

- The Iceberg Model
- EQ Of A Supervisor
- Positive Mental Image
- Belief System
- Challenge #1 - Group Juggle
- Liberating Beliefs VS Limiting Beliefs
- Belief Cycle & Filtering Patterns

Module 3: Leadership Communications

- Communication in Daily Work
- Creating Effective Communication
- Challenge #2 - Colour Blind
- Do's & Don'ts in Communication

Module 4: Values Lead to Results Model

- Behaviour Check
- DiSC Profiling
- 12 Competencies
- Applying DiSC @Work
- DNA Model

Module 5: Supervisors as Coaches

- Self-Coaching Model
- Feedbacks as Coaching Tools
- Coaches Ladder
- Focus: Problem VS Solution
- Commitment Setting
- Moving Forward

METHODOLOGY

The methodology used includes a combination of:

Interactive lectures: **40%**

Group discussion, activities, exercises, presentations, video reviews, and role-play: **60%**.

TRAINER PROFILE

Nor Yusman Bin Hussain

MR Yusman or better known as Seman in the training industry, had served the industry for more than 14 years now. A very passionate man with super high energy, for Seman training is what he loves to do. A strong believer in the phrase "Fun Accelerates Learnings", he will go all out to weave the learning points and the fun element comes together in his programs, making sure his audience and participants always learn something in a very positive state of mind. For most people who knows Seman, he is the connoisseur of the fun learning with high energy in the industry.

Seman started off in the training industry in 2003 with the National Service Program. There he was appointed to be one of the trainers for the Character Building & National Building Module. By 2005 he was the Head Trainer for the classroom training for the program. Later in 2006, with the drive and motivation of *wanting to play bigger games*, Seman develop himself and then was appointed to be the Master Trainer for both Character Building & Nation Building Module. From then on his responsibility is to train and develop the trainers for the National Service Program.

He then takes a leap into the corporate training in 2009 with a recruitment character & attitude training program for Nestle. He then become one of the few Malaysians to actually become trainers for Shell Retail Academy. By then the doors had opened up and opportunities arose to do more, train more and really develop himself in the corporate training culture. At that moment onwards up till now he had found himself to train numerous clients from the banking & finance industries, insurance industries, manufacturing industries, logistics industries, GLCs, NGOs and many more. However, with the connections and passions that he has for students and youth, he still goes out there to give talks and train them once in a while and even do free training programs as a way to give back to the community and youth and thank you for there is where it all started for him to find the love, he has in the training industry.

Seman had undertaken series of programs with certain organizations as part of the personal development programs to suit the client needs. So far, he had conducted more than 30 entrepreneurship motivation programs for PUNB, 30 batches of Team Experience programs for Carsem Malaysia and many more for organizations such as Malaysia Airport Niaga and Felda.

Seman also do coaching program during the years in the industry. In 2010 he *coached* government officials in *effective English communications*. Most of his participants end the coaching program with excellent result. With the *Experiential Learning* method, he actually focuses on bringing up the right behaviour and strengthening the attitude of the participants to create the desirable result. For him everyone and everybody can be excellent in English communication. The key is to break the undesired behavioural pattern and develop the right pattern instead.

Now Seman continue create awareness in people through his various training programs such as Teambuilding, Motivation, Personal Branding, Communications, Leadership, Customer Service, Profiling Programs, Nation Building and many more.

Seman is a certified RPL Assessor, a certified NLP practitioner, a certified National Service Master Trainer and a certified first aider.