

GS1 MALAYSIA MEMBER CAPACITY BUILDING INITIATIVE

JOINTLY ORGANISED BY



Organised by FMM INSTITUTE EASTERN
(475427-w)
Centre For Professional Development



ESSENTIAL SKILLSET FOR SUPERVISORY

DATE : DECEMBER 22-23, 2025 | MONDAY- TUESDAY

TIME : 9.00AM - 5.00PM

VENUE : ONLINE VIA ZOOM

In order to support the office personnel to perform their roles and duties effectively and efficiently, there are a few fundamental competencies which they are required to master. In this 2-day workshop, we shall equip the learners with the essential skill sets that elevate them to greater heights.

KEY BENEFITS OF GS1 MALAYSIA - FMM INSTITUTE:

- Appreciate the importance of effective time management
- Learn to plan effectively, set priorities & manage stress
- Identify different types of problems and techniques for decision-makings
- Make effective decision, from the formulation stage through to the achievement of desired outcomes via 3-way communication
- Understand and identify the internal & external factors that are critical for effective motivation
- Appreciate your roles in self-management in a fast-changing world
- Look forward and set a clear direction
- Foster teamwork and formulate individual action plans

COURSE OUTLINE:

- MODULE 1: Effective Time Management Skill
- MODULE 2: Problem-Solving & Decision Making (PSDM)
- MODULE 3: 3-Way Communication
- MODULE 4: Models of Effective Motivation at the Workplace
- MODULE 5: Managing Self & Embracing Change
- MODULE 6: Looking Forward & Setting a Clear Direction
- MODULE 7: Building Teamwork & Individual Action Plans

TARGET GROUP:

This program is specifically designed for individuals in sales and marketing, as well as any other personnel, to promote their business.



For more information, please contact:

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COURSE OUTLINE

8.45 am	Registration of Participants
9.00 am	Module 1: Effective Time Management Skill <ul style="list-style-type: none">• Why are time and time management important?• Effectively manage own time and assist others to manage their time effectively• Why does time management mean working more smoothly, not harder?• Managing 'paper' and work time effectively• Complete analysis of where your time is currently spent• "Eat that frogs" - Guidance on how to maximize your use of time
10.30 am	Morning Tea Break
10.45 am	Module 2: Problem-Solving & Decision-Making (PSDM) <ul style="list-style-type: none">• Introduction to PSDM<ul style="list-style-type: none">◦ Problem Definition◦ Problem-centered vs Solution-centered orientations◦ Techniques and tools such as Pareto Chart, Fish Bone Diagram, Force Analogy and brainstorming for individual and group problem-solving• Apply relevant framework in problem-solving and decision-making (SA-PA-DA-PPA)<ul style="list-style-type: none">◦ Situation Analysis (SA)◦ Problem Identification and Analysis (PA)◦ Decision Analysis (DA)◦ Potential Problem/ Opportunities Analysis (PA)• Exercises, small group activities and discussion
1.00 pm	Lunch
2.00 pm	Module 3: 3-Way Communication <ul style="list-style-type: none">• To ensure clear and accurate communication, industry professionals use three-way communication when giving and receiving instruction. Anyone who works on an assignment in an industry where quality and cost are of paramount concern realises that communication errors can lead to catastrophic consequences.• Various human error prevention tools<ul style="list-style-type: none">◦ Standard operating procedures◦ Self-checks◦ Peer-checks◦ Parallel checks◦ Acknowledgement - giving & receiving feedback
3.30 pm	Evening Tea Break
3.45 pm	Continue Module 3: 3-Way Communication <ul style="list-style-type: none">• We also look at communication with colleagues, and relevant stakeholders, and deal with a number of aspects of communication (including e-mails, Whatsapp, etc) which are relevant to all levels of workers including managers, support staff, frontline staff, shop-floor workers and other related stakeholders.• The real life situations<ul style="list-style-type: none">◦ On-the-job application◦ Brainstorming and group action coaching
5.00 pm	End of Programme Day 1



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COURSE OUTLINE

8.45 am Registration of Participants

9.00 am Module 4: Models of Effective Motivation at the Workplace

- An overview - Kurt Lewin's Behavioural Model
- The Ice-berg analogy
- Appreciate the different personality types
- What motivates me?

Activities

10.30 am Morning Tea Break

10.45 am Module 5: Managing Self & Embracing Change

- The important of self-management
- What are the resistance to change in the organization and in the organization and in the individuals?
- The motivating factors to leading a change successfully

Group Interaction

1.00 pm Lunch

2.00 pm Module 6: Looking Forward & Setting a Clear Direction

- Making sense of setting a clear direction & vision
- Promote higher self-awareness (intrapersonal skill), and apply interpersonal skill to enhance self-motivation

Case studies & management game

3.30 pm Evening Tea Break

3.45 pm Module 7: Building Teamwork & Individual Action Plans

- Adopt the GROW coaching model in teamwork
- The art of giving & receiving feedback
- Developing your personal action plans to realize your potential and power

5.00 pm End of Programme Day 2





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TRAINER PROFILE

KENNETH NG CHEK KHIM

Kenneth Ng Chek Khim is an experienced corporate coach and trainer with over two decades of expertise in human capital development, leadership training, and performance management. Since 2010, he has been actively engaged in coaching and training across Malaysia, Singapore, Thailand, China, and South Korea, specializing in programs such as the Balanced Scorecard, Train-the-Trainer, Certified Training Professional (ARTDO International-ITD), coaching and mentoring, and leadership development. A Certified Trainer under PSMB and ARTDO International, Kenneth also holds credentials as a Certified LPI Instructor and Heart of Coaching (HOC) Trainer. His career began at the Institute of Training & Development (MITD), where he coordinated diploma and degree programs and lectured in management, finance, and strategy subjects. Known for his dynamic delivery and engaging facilitation style, Kenneth has trained professionals from both manufacturing and service sectors, including multinational corporations and public organizations. Fluent in English, Bahasa Malaysia, and Mandarin, he is among the few Malaysian trainers capable of conducting bilingual and trilingual training sessions. His holistic approach to personal and organizational growth—emphasizing emotional excellence, leadership, and continuous learning—has earned him a strong reputation as a trusted and impactful corporate trainer across Asia.



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REGISTRATION FORM

FMM Institute

Ms Wan Hui/ Ms Norelysya

Email : wanhui@fmm.org.my

Tel: 09-560 6554/ 5244

Dear Madam,

Please register the following participant (s) for the above programme:

(To be completed in BLOCK LETTERS)

Nationality NRIC Mobile No.

3. Name _____ Designation _____ Email _____

Nationality NRIC Mobile No.

(If space is insufficient please a separate list)

Submitted by:

Name **Designation** **Email**

Company Data

Address

GS1 Membership No