



Xelent Quality Consultancy Sdn Bhd

(Co. No 1388057-U)

Block C-3-9, Sunway Business Park, Jalan Todak 4, Pusat Bandar Seberang Jaya, 13700 Prai. Penang.

Tel: 04 - 3830010, Fax: 04 - 3830010 Email: info@xelentq.com Website: www.xelentq.com

HP: 012-4285104 (Ms. Anne), 012-4385104 (Mr. Kanagga), 012-2872034 (Ms. Fayizanah), 012-3025104 (Ms. Menaga), 012-5025104 (Ms. Seetha) and 012-3385104 (Ms. Selvarani).



Date : 23rd June 2026 (Tuesday).

Venue : ICONIC Hotel Penang, Bukit Mertajam, Pulau Pinang.

Time : 9.00 a.m. to 5.00 p.m.

HRD Corp Claimable Course (10001305743)

**RM
750/pax**

EFFECTIVE SUPERVISORY AND LEADERSHIP SKILLS FOR HIGHER QUALITY AND PRODUCTIVITY IMPROVEMENT TRAINING (1 DAY)

Introduction :

In today's context, a supervisor can no longer rely on purely an authoritative style to get the job done. The supervisor's world is continuously changing. Initially, the role was a narrow one – to give instruction and ensure the work was done. Today, different pressures exist: immense global competition, the need to maximize output with fewer workers, technological enhancement, and knowledge workers who constantly challenge old management styles and diversified organization. As a result, organizations have been looking for new ways to manage their workforce. Intense global competition has forced business organizations in virtually every country (including Malaysia) to be leaner and more flexible to remain competitive.

As a result of it, the competencies required by supervisors have undergone a dramatic change in recent years.. This training enable the participants to understand and apply these competencies in their workplace to improve their personal and organization job performance and enhance higher quality and productivity improvement.

Learning Objective :

Objective of this training, the participants will be able to :

- Identify the significant changes and challenges that have occurred in today's work environment and describe how globalization affects supervisor.

- Learn the roles and responsibilities of an effective supervisor.
- Identify and explain key tasks of an effective supervisor
- Determine the essential supervisory competencies.
- Learn how to become a positive leader.
- Nurturing discipline at workplace
- Learn to develop an effective team.
- Learn how to delegate and manage an team and sub-ordinates.
- Learn and practice supervision and leadership effectiveness techniques through applied, real-life situational exercises

Target Participants:

Manager, Officers, Executives, Supervisors, Leaders, Line leader and those intend to enhance their supervisory and leadership skills

Course Duration :

1 Day

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Course Contents :

Introduction of Supervisory and Leadership/Ice Breaking

Module 1 : Supervision – Introduction, revision and overview of the Course.

- Positive or negative attitude.
- Used positive attitude.
- Development of supervision.
- Changing role of the supervision.
- Key Task of an effective Supervisor.
- Supervision and management.

Module 2 : Leader and Leadership Skills

- Leader and Leadership Skills
- Who is a Leader?
- What is Leadership?
- What is Leadership Skills?
- Leadership Capabilities
- Leader's Role

Module 3 : Leadership Style and Actions.

- Leadership Styles
- Characteristics of a Good Leader
- Leadership actions
- Develop the individual.
- Build the team – developing an effective team.
- Achieve the task

Training Methodology:

Discussion, Small Group Activities, Brainstorming and Exercises.

Medium of Instruction:

English Or Malay Or Combination of both

Certification of Attendance:

Xelent shall issue a Certificate to participants upon completion of the course.

Module 4 : Delegation

- Gaining by delegation
- Team development and effectiveness.
- Implementing Empowered Teams - a new approach
- Critical team training needs.
- Looking at the job.
- Preparing the delegate

Module 5 : Art of Communication

- Effective Communication in supervision
- Learn the different dimension of communication
- Supervisors need for effective communications
- Communication as a two way process
- Overcoming barriers and avoiding misunderstanding

Module 6 : Managing time

- Benefits of time management
- Time wasting activities.
- Urgency and impact
- Personal time management plan.

Module 7 : Problem solving and decision making

- Define the problem - recognizes the problem
- Identify decision criteria - determines what is relevant in making a decision.
- Develop alternatives - identify all, workable alternative, solutions.
- Decide -The, supervisor must make a choice among the alternatives
- Implement the decision -share with those whose work will be affected
- Evaluate the decision follow up and appraise the outcomes



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Trainer's Profile

KANAGA NAIDU A/L DEVADU

Mr.Kanagga graduated from University of Technology Malaysia with a honors degree in Electrical Engineering (BSc - Majoring in Power Electronics), completed his Masters of Science in Total Quality Management (TQM) and has more than 30 years of Quality, Project ,Training and Consultancy experience, which he has while serving a multi-national organization under the capacity as a Quality Manager.

He was in Motorola Penang as the Quality Engineer and served as Quality Manager in Samsung Electronics (M) Sdn Bhd. Currently works as the Lead Auditor of ISO 9001/14001/45001 under NQA Certification.

His wide exposure in the Quality and Environmental Management has equipped him not only with Knowledge in Quality Management, TQM, and ISO 9001/ISO 14001/ISO 45001/ISO 13485/IATF 16949 Consultation but also hands on experience in implementing. His experience has made him as one of the successful ISO and Training consultant who have achieved the ISO certification for more than 200 companies in Malaysia.

He is qualified Lead assessor for ISO 9001/ISO 14001/ISO 45001/ISO 13485/IATF 16949.Under his capacity he has vast experience in conducted many public and In-house programs. His background in Manufacturing, Quality, Training and Project Management has widened his knowledge and horizon, which add value to his training programs. His areas of expertise are in ISO 9001/14001/IATF 16949/ISO 13485/ISO 45001 , TQM, SPC, DOE, FMEA,APQP, PPAP,MSA,QFD ,QCC , 5S,Sampling Techniques , Poka Yoke, Measurement of Calibration System, Kaizen , Effective Quality Management, Quality Mindset, Supervisory Skills, Total Quality Awareness, Basic Electrical and Electronics , Technical Report Writing , Schematic Trouble Shooting Techniques , Powerful Presentation skills and other Quality and Technical programs

His unique ability to combine his practical experience and academic learning has brought so much value into trainings he conducts. He develops his own training materials together with online materials and his experiences to make sure participants that are trained by him will have the opportunity to learn continuously in the long run and to be updated on the latest effective strategies and approach. He is an updated trainer who concerns himself very deeply in the effectiveness of his training programs, and strives to ensure that his participants are able to practice what they have learnt during his training. He is skilled at creating rapport with his participants and his patience and perseverance is usually rewarded by highly effective training that creates a difference in his participants. He is constantly improving himself and his programs, always with a view of making his programs more practical, easy to understand and enjoyable for participants. His assistance and guidance have thought many organizations in cost saving, continual improvement, Customer satisfaction and enhancement of the Quality and Environmental Management System.

Registration Details:

No	Name	Position	IC No	HP No

Contact Person:

Job Title:

Tel: **Fax:**

E-mail:

Enclosed is the cheque numbered for RM made payable to "XELENT QUALITY CONSULTANCY SDN BHD" (Non-HRDF Claimable)

(Online Payment: ACC NO : 3219254403 (Public Bank), SWIFT address: PBBEMYKL)

Signature: **Date:**

For further information please contact:

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Email :,kanaganaidu@yahoo.com/info@xelentq.com

Website : www.xelentq.com

Course Fees:

Per Pax Participation: RM 750.00

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