



Who Should Attend

- Supervisors stepping up to team leader roles
- Frontline managers handling daily operations
- Experienced workers being promoted to leadership
- Team leaders who need to upgrade digital skills
- Anyone supervising people in retail, manufacturing, service, workshops, or operations



Delivery Method

- Real-life workplace situations and case examples
- Simple explanations of technology (no jargon!)
- Step-by-step methods you use immediately on Monday
- Interactive exercises, role-plays, and problem-solving sessions
- Practical tools and templates to take back to work

**4 Days, 9AM - 5PM
(Physical or Online)**



**HRDC
Claimable**

Certified Team Leader (AI Era)

Overview

The workplace is changing fast. Digital tools, AI automation, and new expectations are reshaping how supervisors lead.

Your team leaders need more than traditional management skills, they need to confidently navigate technology, solve problems faster, think critically and lead diverse teams in a digital-first environment.

Program Objectives

Lead with confidence in technology-driven work environments without fear of digital tools

- Manage daily performance using simple AI tools, dashboards, and data-driven decision making
- Handle difficult people situations with emotional intelligence and practical correction methods
- Solve operational problems faster using critical thinking and AI-supported insights
- Drive productivity while maintaining quality, safety, and team morale
- Communicate effectively upward, downward, and across departments in digital and face-to-face settings



**Professional
Certification from
CCPC (Canada)**



Modules

MODULE 1: Developing Team Leader Mindset in the AI Era

- Learn to lead frontline service teams, handle angry customers with calm confidence, manage online reviews and WhatsApp complaints, turn complaints into loyalty, and build unshakeable team trust.

OPTION B: Project & Change Management

- Ideal for operations, manufacturing, and process-improvement focused supervisors.

MODULE 2: Managing People & Daily Performance

- Master the art of supervising without micromanaging. Get practical techniques to motivate Gen Z and experienced staff, handle difficult behaviours, control your emotions under pressure, and communicate clearly at all levels.

MODULE 3: Basic Digital & AI Skills for Supervisors

- No tech degree needed! Understand the AI tools you already encounter—automated scheduling, QC cameras, chatbots, digital dashboards. Learn to read KPIs, spot problems early, and use simple automation to reduce mistakes and save time.

MODULE 4: Operational Excellence & Problem-Solving

- Become the problem-solver your company needs. Apply easy-to-use tools like 5 Whys, Fishbone diagrams, and Lean principles to eliminate waste, improve quality, and maintain safety in digitally enabled workplaces.

MODULE 5: Choose Your Focus

- **OPTION A: Customer Excellence & Building Team Trust**
- Perfect for retail, after-sales, service centers, and customer-facing supervisors.

Price: RM6,000/Pax

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