



# Kemahiran Penyeliaan Yang Berkesan

November 26 - 27, 2018 | 9.00am - 5.00pm | Shah Alam Convention Centre

## FACILITATOR

**En Khairol Anuar Masuan** holds a Masters in Counseling Psychology from West Michigan University and a Degree in Psychology from International Islamic University Malaysia (IIUM). Well-versed in his area of specialisation, his approach to training psychology has proven to be interesting and enjoyable to his participants as he ensures that there is a lot of activity and action throughout his training sessions. He was with Dumex Malaysia and Hutchinson Paging KL as Supervisor in his early days. He later took on a lecturer post in PJ College of Art and Design as well as IIUM teaching psychology subjects. During his employment, he was responsible for implementing organisation-wide training programmes. For more than 15 years, Khairol has conducted numerous training and workshops for both corporate and government organisations that include leadership, supervisory, communication, team building, coaching and counseling and many other motivational programmes. He is fluent in both English and Bahasa Malaysia. His in-depth knowledge and experience in psychology is also apparent as he is able to relate his own personal accounts and encounters related to it. This enables his participants to better understand the subject and able to apply what has been taught to them at their own workplace later. As a well-known figure among his peers, he has given numerous talks and seminars on psychology in both local and overseas such as Australia, Germany, Thailand and Sudan. He has also appeared in many television programmes and forums on the discussion of social-related issues and its association to psychology. Apart from that, Khairol has done extensive research, presented many papers related to psychology and its corresponding subjects. He had many of his comments and views published in local and international publications and newspapers and a regular columnist for some of them. He is now a regular resource person for Harian Metro on parenting issues published every Sunday.

## OBJECTIVES

- ◆ Memajukan penyelia dengan ilmu, mengenali peralatan dan mengetahui sifat-sifat tanggungjawab yang perlu ada dalam pengurusan penyeliaan
- ◆ Memahami cara-cara perhubungan kemanusiaan dengan lebih baik dan berkesan
- ◆ Memajukan kebolehan penyelia dengan penggunaan teknik-teknik komunikasi dan perlaksanaan yang terbaik agar mereka berfungsi dengan lebih lancar dan lebih produktif di dalam memenuhi objektif organisasi

## CONTENTS

- ◆ Proses Kepimpinan
- ◆ Harapan Organisasi
- ◆ Pengurusan Masa
- ◆ Komunikasi
- ◆ Penyelesaian Masalah dan Membuat Keputusan
- ◆ Penyerahan Tanggungjawab Yang Berkesan
- ◆ Pengurusan Konflik

## ADMINISTRATIVE DETAILS

Dates : **November 26 - 27, 2018**  
Time : 9.00 am – 5.00 pm  
Venue : **Shah Alam Convention Centre**  
No. 4 Jalan Perbadanan 14/9  
40000 Shah Alam, Selangor Darul Ehsan  
Fees : FMM Members – RM 1,200 per participant  
  
Non Members – RM1,500 per participant

*(Fees include course materials, Certificate of Attendance, lunch and refreshments)*

**\* Enjoy 10% for registration of two (2) and 20% discount for registration of three (3) or more participants from the same organisation and of the same billing source.**

## IN-HOUSE TRAINING AVAILABLE

For further enquiries, please contact:

**Siti Nazihah / Azrini**  
**FMM Institute**

Tel: 03-62867200 Fax: 03-62776712  
Email: [training@fmm.org.my](mailto:training@fmm.org.my)  
Visit us at: [www.fmm.edu.my](http://www.fmm.edu.my)

## WHO SHOULD ATTEND

Department Heads, Executives, Officers, Supervisors, Potential Supervisors and others whose duties include supervision of a group of subordinates

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

# REGISTRATION FORM

## Kemahiran Penyeliaan Yang Berkesan

November 26 - 27, 2018 (Monday-Tuesday)

Shah Alam Convention Centre

**The Assistant Manager**

**FMM Institute**

Tel: 03-62867200

Fax: 03-62776712

GST Registration No.001764515840

Please tick (✓) accordingly:

PSMB Scheme:  SBL  Non Contributor

Require vegetarian meal:  Yes  No

Dear Madam,

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

(To be completed in **BLOCK LETTERS**)

1. **Name** **Designation** **E-mail**

**Nationality** **IC No.**

2. **Name** **Designation** **E-mail**

**Nationality** **IC No.**

3. **Name** **Designation** **E-mail**

**Nationality** **IC No.**

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. \_\_\_\_\_ for RM \_\_\_\_\_

being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Date: \_\_\_\_\_

My Corporate Identity No.: \_\_\_\_\_ GST Registration No.: \_\_\_\_\_