



Professional Development Programme for PAs & Secretaries
January 23 - 24, 2019 | 9.00am - 5.00pm | Shah Alam Convention Centre

FACILITATOR

Irene Choong holds a Master in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from University of Malaya. She has accumulated wide experience in the fields of management, human resource education, corporate communications, marketing and service having served in management capacities in various industries. She is a Certified Professional Trainer from the Malaysian Institute of Management (MIM-CPT) as well as a Certified Practitioner of Neuro-Linguistic Programming (NLP). She was with United Engineers Malaysia (UEM) and was also a Senior Management Executive with Projek Lebuhraya Utara -Selatan (PLUS). There, she was responsible for developing, organising and co-ordinating all public relation programmes, publications and corporate events. She also had the opportunity of working with a master trainer of NLP where she gained enormous training experience in human resource development. Irene has served as Manager for a leading direct-selling company and was responsible for human resource and the smooth functioning of the service centre. She also managed an Educational Consultancy firm and was responsible for staff development, developing marketing and advertising programmes, liaison with overseas principals and institutions for higher learning in the United States of America, Australia, United Kingdom and Switzerland. For 15 years, Irene has facilitated many workshops for corporate organisations that include leadership, coaching & counselling, customer service, assertive communication, teambuilding, personal discovery & empowerment, emotional intelligence, confidence and public speaking skills. She also facilitates workshops & talks for Toastmasters, Malaysian Institute of Management (MIM), Corporate Managers Conference, Secretaries Conferences and the Malaysian Association of Facilitators (MAF). She is proficient in both the English Language and Bahasa Malaysia. An enthusiastic and lively speaker, Irene is an active member of the Sunway Toastmasters Club and has held various key positions in the Club. She has won numerous in-house speech contests, having represented the Club in the 1994 and 1998 Division C Annual Speech Contest. She has been awarded the title of Competent Toastmaster (CTM) and Competent Leader (CL), award given in recognition of competence & leadership in the Toastmasters movement.

CONTENTS

- Are you Relevant?
- The Challenges of Administration in Today's Business Environment
- Your Role and Current Mindset
- Leadership Skills
- Your Communication Style
- Emotional Intelligence (EQ)
- Analytical and Creative Thinking Skills
- Problem Analysis
- Effective Handling of Office Problems
- Personal Action Plan for Success

OBJECTIVES

- Discover their role towards meeting the organisational strategic goal
- Adopt role-modeling the values of leadership
- Practise assertiveness in working with bosses, colleagues and business partners
- Understand how to channel emotions positively for higher work productivity
- Instill analytical & creative mindset to generate ideas and solve problems at work
- Immediate application of tools and techniques to jumpstart the change

WHO SHOULD ATTEND

Personal Assistants & Secretaries

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.

ADMINISTRATIVE DETAILS

**IN-HOUSE TRAINING
AVAILABLE**

Dates : **January 23 - 24, 2019**
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 1,300 per participant

Non Members – RM1,600 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.**

For further enquiries, please contact:

Siti Nazihah / Azrini
FMM Institute

Tel: 03-62867200 Fax: 03-62776712
Email: training@fmm.org.my
Visit us at: www.fmm.edu.my

REGISTRATION FORM

Professional Development Programme for PAs & Secretaries

January 23 - 24, 2019 (Wednesday-Thursday)

Shah Alam Convention Centre

The Manager
FMM Institute
Tel: 03-62867200
Fax: 03-62776712

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.: _____