**INTRODUCTION**

People are the most important and most difficult to manage resource in any organization. Managers, executives and supervisors in both manufacturing and service sectors are often faced with the people management challenge on daily basis. The primary aim of this course is to provide the participants with some fresh perspectives and strategies in enhancing their skills and competencies in effectively leading, managing and motivating people. The course uses the concept of NLP (Neuro Linguistic Programming), a modern groundbreaking communication psychology based on modeling behavioural excellence developed by Dr Richard Bandler and Professor John Grinder of University of California, Santa Cruz in the late 1970s. NLP provides a framework for modeling and creating behavioural excellence based on Neuro (human neurological channels), Linguistic (language patterns), and Programming (subjective experiences). Upon attending this 2 -days programme, participants will master the NLP skills and explore constructive ways in applying the NLP skills in their daily people management challenges at their respective workplaces.

**BENEFIT**

This a two-day program with manuals, handouts, activities, case studies, case presentation, quiz and most interactive with brainstorming sessions.

**Upon completion of this programme, you will be able to:**

- Understand the core foundations of NLP and use them in enhancing their people management skills
- Resolve workplace grievances, conflicts and problems related with people issues
- Manage, lead, inspire, motivate and develop their subordinates effectively
- Understand the basis of human relations, human behaviour and human motivation, thus adopting the most appropriate strategies when dealing with people
- Select and apply the most suitable leadership styles, motivation tools, communication strategies and persuasion principles when dealing with people

**WHO SHOULD ATTEND**

Suitable for Senior Managers, Managers, Senior Executives, Executives, Officers, Supervisors and others who need to discover their hidden personal potentials and techniques in molding their desired future outcome.

**FACILITATOR**

Mr. S Muru, a mechanical engineer has over 24 years of varied experience and over 14 years in the training field. He is an experienced and dynamic leadership & motivational trainer, consultant and speaker covering a wide spectrum of topics. However, recently he is focused on Leadership, Empowerment & Motivation only. Having trained more than 80,000 participants nation-wide, he had the opportunity to do research and analysis affecting all levels of management. He has designed a dynamic set of training programs based on his extensive research and called it, “Peak Performance Mastery”. Having mastered organizational culture and its set back, he has designed these programs to overcome the traditional obstacles by introducing new concepts suitable to the Knowledge-Age or better known as the Mental-Age. He has also authored a book on this subject matter. S Muru knows the demand of workforce in today’s competitive world. He is delighted to see, through the instruments of training, his continuing participation and contribution to PEOPLE DEVELOPMENT. His rich experience and knowledge in the area of manufacturing has enabled him to achieve technical and patent awards while working in the industries. Being a certified trainer from the MIM, his presentations are more practical and easily applicable in the workplace environment. He has always been highly rated as 'Excellent' by the participants from the various organizations.

**ADMINISTRATIVE DETAILS**

**Date** : 21 & 22 May 2012 (Monday-Tuesday)

**Time** : 9:00am—5:00pm

**Venue** : FMM INSTITUTE, Johor Branch
1&3,Jalan Kencana Mas 1/1
Tebrau Business Park
81100 Johor Bahru.

**Fees** : RM750.00 (FMM Member)
RM900.00 (Others)
( Fees include course material, lunch, refreshments & Certificate of Attendance )

**PSMB Scheme** : SBL
PSMB Registered No: 0268
(FMM Headquarter Kuala Lumpur)

**Medium of Instruction** : English

**Closing Date** : 14 May 2012

For further enquiries, please contact;
FMM Institute
Pn.Azrina / En.Omar
Tel: 07-3577613    Fax: 07-3577617 / 18
Email: azrina@fmm.org.my/omar@fmm.org.my
Dear Sir,

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

1 Name :       Name
Designation :       Designation
I.C No :      Company :
Address :

2 Name :      Tel No.
Designation :      Fax No.
I.C No :       Email :

(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” should be forwarded to the Secretariat before 14 May 2012

* There will be no refund for cancellation within 3 days prior to the programme; 50% refund for cancellation between 3-6 days;
* Full refund for cancellation 7 days prior to the programme; Cancellation must be in writing. Replacement can be accepted at no additional cost.
* The FMM reserves the right to change the facilitator, date or reschedule the above programme and all efforts will be taken to inform participants of the changes.
* Upon sending the registration form, you are deemed to have read and accepted the terms and conditions.

- REGISTRATION FORM -