



Membina Penyelia Yang Berkesan dan Berprestasi
November 14 - 15, 2018 | 9.00am - 5.00pm | Shah Alam Convention Centre

FACILITATOR

Encik Mokhtar Said is a highly acclaimed People Development trainer and consultant. An exceptionally gifted thinker and speaker, he has an unrivalled reputation for making the learning easier through the use of story-telling of real life situations that he has experienced. Participants from Government and Private Sectors ranging from General Managers, Managers, Executives, Engineers, Supervisors, Leaders, Trainers and Operators have consistently mentioned that the greatest value they obtain is that many of the competencies can be applied to good effect in the work place. He has twenty years of corporate experience in the aspect of Maintenance, Engineering, Production, Total Productive Maintenance (TPM), Total Quality Management (TQM) and Training & Development. His corporate experience has exposed him to the Manufacturing and Semi-conductor Industries moving from ranks of Equipment Maintenance & Engineer, Product & Process Engineer, Production Manager, Total Quality Management (TQM) & Total Productive Maintenance (TPM) Manager to Senior Training & Development Manager. He possesses a Master of Business Administration (MBA). In addition, he has a Bachelor Degree of Science (Hons.) in Human Resource Management majoring in Training & Development, Diploma in Electronics Engineering, awarded by Human Resource Development Board (HRDB) as a qualified Trainer, qualified Total Productive Maintenance (TPM) Trainer by SIRIM and an associate Technical Trainer of FMM Institute.

WHO SHOULD ATTEND

Supervisors, Team Leaders and others whose duties include supervision of a group of subordinates

ADMINISTRATIVE DETAILS

Dates : **November 14 - 15, 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

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.

OBJECTIVES

- ◆ Menjadi penyelia yang berkesan dalam menjalankan tugas seharian
- ◆ Memahami tugas sebagai ketua yang kemampuan berfikir dan bertindak dengan profesional
- ◆ Mempelajari cara-cara penyerahan tugas yang terbaik bagi menghindari berlakunya konflik antara ahli kumpulan, ketua dan organisasi

CONTENTS

Konsep Penyeliaan dan Kepimpinan Dalam Organisasi

- Menguasai 5 Prinsip Penyelia
- Membina 6 Karakter Seorang Penyelia
- 4 Tugas Utama Seorang Penyelia

Membina Diri Sebagai Penyelia Cemerlang

- Menguasai 5 Proses Kepimpinan Kendiri vs Kumpulan
- Menguasai 5 Proses Kepimpinan Strategik vs Operasi
- 2 Elemen Menjadi Ketua Yang Hebat Di Dalam Organisasi

Pengurusan Motivasi Pekerja

- Ketua Sebagai Ahli Motivasi
- Keperluan Motivasi
- Kuasai Kitaran Pembangunan Organisasi dan Anda™
- 7 Perkara Kecemerlangan Prestasi
- Penggunaan Konsep B.E.P.R.O™

Penyerahan Tanggungjawab Yang Berkesan

- Sikap Berterus Terang Dalam Penyerahan Tugas
- Matlamat Penyerahan Tugas
- Ketahui 2 Cara Petugas Bekerja Dengan Pekerja Lain
- Ketetapan Jangkawaktu Tugas
- Penguasaan 3 Cara Memberi Maklum Balas Yang Berkesan

Pengawalan Produktiviti dan Kualiti Kerja

- 4 Konsep Kemahiran Kerja
- Pemahaman 3 Budaya Kerja
- Kualiti dan Kaitannya Dengan Perkhidmatan
- Kuasai Kos vs Produktiviti Melalui Kitaran Dollar Sign™

Kemahiran Bekerja Dalam Kumpulan

- Pembentukan Pasukan Yang Berjaya
- Membina Objektif Pasukan
- Cara Terbaik Pasukan Beroperasi
- Ukuran Pasukan Yang Berjaya
- 2 Elemen Perancangan
- 4 Elemen Perlaksanaan

Hubungan Kemanusiaan dan Komunikasi

- Pemahaman 10 Prinsip Hubungan Kemanusiaan
- 4 Cara Berkesan Mengukuhkan Komunikasi Bercakap
- 5 Cara Berkesan Mengukuhkan Komunikasi Bahasa Tubuh
- 2 Kemahiran Penting Komunikasi Di Tempat Kerja

Menangani Masalah dan Perubahan Di Tempat Kerja

- 5 Langkah Penyelesaian Masalah dan Membuat Keputusan
- Penyelia Sebagai Agen Perubahan
- 6 Perubahan Persekitaran Masakini
- 9 Perubahan Tanggungjawab Pekerja Masakini
- 5 Keperluan Organisasi
- Wawasan Organisasi – Peranan Anda
- 6 Soalan Pemeriksaan Keberkesanan Tugas

For further enquiries, please contact:
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FMM Institute
Tel: 03-62867200 Fax: 03-62776712
Email: training@fmm.org.my
Visit us at: www.fmm.edu.my

REGISTRATION FORM

Membina Penyelia Yang Berkesan dan Berprestasi

November 14 - 15, 2018 (Wednesday-Thursday) 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.: _____