The focus in management today is on people. A conductive working environment and positive work attitude could slowly transform a mediocre staff into a top performer. Thus, this programme enforces the importance of a strong working relationship between colleagues, subordinates and superiors to enable the company to achieve its objectives and long term goals.

**CONTENTS**

- **Motivasi Kerja: Implikasi dan Perlaksanaannya**
  - Konsep motivasi dalam pekerjaan
  - Bagaimana membina motivasi diri
  - Motivasi pekerja: Peranan siapa?
  - Kuasa ganjaran vs kuasa hukuman
  - Mempertahankan daya (tenaga) motivasi di tempat kerja

- **Kepimpinan: Seni Mempengaruhi Pekerja**
  - Konsep kepimpinan dalam persekitaran pekerjaan
  - Kepimpinan pekerja: Kuasa pengaruh vs kuasa arahan
  - Kepimpinan pekerja dalam menangani perubahan
  - Ciri-ciri penting dalam kepimpinan Pekerja
  - Kemahiran-kemahiran memimpin

- **Hubungan Kemanusiaan: Suatu Kaedah Mendekati Pekerja**
  - Memahami manusia dan kemanusiaan
  - Konsep hubungan kemanusiaan
  - Ciri-ciri penting hubungan kemanusiaan dalam situasi pekerjaan
  - Tanggungjawab pekerjaan vs hubungan kemanusiaan
  - Asas utama membina kekuatan hubungan kemanusiaan
  - Kemahiran-kemahiran “interpersonal” dalam hubungan kemanusiaan

- **Pembentukan Kumpulan Pekerja**
  - Konsep kumpulan kerja
  - Bagaimana membina dinamika kumpulan
  - Mengenalpasti keberkesanan kumpulan
  - Kemahiran-kemahiran membentuk kumpulan kerja yang berkesan
**OBJECTIVES**

- Show the importance of positive work attitude and identify the importance of human relations skills
- Identify the nature of motivation skills and the relationship between job satisfaction and effective human relations
- Review the role for effective team building and identify contribution of leadership in developing good human relations
- Consider the significance of alternative managerial styles in attitude development and develop action plans

**WHO SHOULD ATTEND**

Junior Management Staff, Supervisors, Line Leaders and Section Heads who wish to improve on the aspects of working with people to provide a conducive working environment in an organisation.

**FACILITATOR**

Encik Othman Rais is a Fellow of The Chartered Institute of Logistics and Transport (United Kingdom) and holds a M.Sc. (Info. Mgmt.) He is also a GE-Trained Change Champion, BSC Collaborative-Trained Facilitator and is an IATC Certified ISO 9001: 2000 Lead Auditor. He has held several senior managerial positions in public-listed companies as head of strategic planning, business development and organisational development divisions. Whilst serving as head of organisational development, he has been tasked to train and develop managers, executives and management trainees and lead a team of managers and executives in implementing company-wide balanced scorecard initiative. As head of strategic planning he has led several teams of experts to conduct several feasibility studies in the Middle East, Indian Sub-continent and ASEAN countries. He is not only hands-on but has shared his experience in seminars, local and abroad, and facilitated several in-house and public workshops on management subjects such as supervisory and managerial skills, reinforcing motivation, positive work culture, change management, continuous improvements and balanced scorecard. His exposure began in 1983 when he was co-opted by UNCTAD on a Port Management Information System (PORTMIS) Project (1983 – 1985). After that, he has worked along with reputable consulting firms such as Messrs Proudfoot on change initiatives (1993 – 1995) and, Messrs Price Waterhouse (1997 – 1998) and Messrs Hewitt Associates on HR and organisational development projects (2002 – 2004).

**ADMINISTRATIVE DETAILS**

Dates : **August 28 - 29, 2013**  
Time : 9.00 am – 5.00 pm  
Venue : Wisma FMM, No 3, Persiaran Dagang, PJU 9, Bandar Sri Damansara, 52200 Kuala Lumpur  
Fees : FMM Members – RM1,000 per participant  
Non Members – RM1,300 per participant  
Enjoy 5% discount for registration of two (2) and 10% discount for registration of three (3) or more participants from the same organisation and of the same billing source.  
*(Fees include course materials, Certificate of Attendance, lunch and refreshments)*

**PERLA/PROLUS Scheme**

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 – 13 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 programmes and all efforts will be taken to inform participants of the changes. Should the event be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

For further enquiries, please contact:  
Pn Fatahiyah / Ms Josephine / Ms Anitha  
**FMM Institute**  
Tel: 03-62867200  
Fax: 03-62776712  
Visit us at www.fmm.edu.my
Please register the following participant(s) for the above programme. 
(To be completed in **BLOCK LETTERS**)

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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: ________________________________________________________________________________

Address: _________________________________________________________________________________

__________________________________________________________________________________________

Tel No.: __________________ Fax No.: __________________ Date: __________________

FMM Membership No.: _______________ My Corporate Identity No.: ____________________________