This is the Age of Communication. From “objectives” and “bottom lines” to “body language” and “arts of humour”, the amazing channels of communication unveil the opportunities of better understanding and cooperation amongst mankind. More meaningfully, the arts of effective communication skills enable us to find a common ground and a middle path, to turn enemies into friends, competitors into partners, hence reach the destiny of win-win situation, without any losers but only winners and brighter future!

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Ms Amy Wan-Ratos has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. Her corporate experience in Japanese and American firms instilled a fierce determination and paradigm that we are all born to win! Having been through transformational stages in these firms, Amy was totally involved in motivating the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneering training team that was awarded recognition from the HQ. In Xerox, she managed the customer satisfaction program which was awarded the Malcolm Baldridge Award.

Amy has facilitated many workshops in Malaysia, Philippines, Taiwan, Indonesia, Canada and the USA that include leadership, adventure learning, assertive communication, personal realisation and awareness, performance appraisal, customer satisfaction, counselling, EQ, trust and confidence and public speaking skills.

Amy is certified and licensed by 6 Seconds (USA) to conduct their EQ workshops. She is also a Master Trainer of the Integrative Learning System in Asia, responsible for continuous research and certification of facilitators.

An articulate and fluent speaker, Amy has been the winner of national and international speech contests.

**Objectives**

At the end of the programme, participants will be able to:

- improve presentation abilities
- build greater interpersonal relationships
- enhance job performance
- become a better communicator

**Facilitator**

Ms Amy Wan-Ratos has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. Her corporate experience in Japanese and American firms instilled a fierce determination and paradigm that we are all born to win! Having been through transformational stages in these firms, Amy was totally involved in motivating the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneering training team that was awarded recognition from the HQ. In Xerox, she managed the customer satisfaction program which was awarded the Malcolm Baldridge Award.

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**Who Should Attend**

Managers, Executives, Supervisors, Manufacturing/Service staff and those who want to enhance their presentation and communicative skills as well as to further improve interpersonal relationships.

**Administrative Details**

Dates: September 3 - 4, 2012
Time: 9.00 am – 5.00 pm
Venue: Concorde Hotel Shah Alam
3, Jalan Tengku Ampuan Zabedah C9/C
40100 Shah Alam, Selangor Darul Ehsan
Fees: FMM Members – RM1,000 per participant
Non Members – RM1,300 per participant

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

**SBL 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 10 or more working days before the start of the programme. Cancellation received 6 – 9 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 5 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.

10% group discount is applicable for registration of three (3) or more participants from the same organisation and of the same billing source.

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.

For further enquiries, please contact:
Cik Nazihah/Pn Hafifah
FMM Institute
Tel: 03-55692950
Fax: 03-55694346
Visit us at www.fmm.edu.my
Dear Sir/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: _________________________________________________________________________________________________
Address:___________________________________________________________________________________________________
____________________________________________________________________________________________________________
Tel No.: ____________________________ Fax No.: ____________________________ Date: ____________________________
FMM Membership No.: ______________ My Corporate Identity No.: ___________________________________________