



FMM INSTITUTE TRAINING PROGRAMMES May 2019

FMM Institute is pleased to forward you a list of our training programmes scheduled for May 2019.

Below are the programmes to be held at **Concorde Hotel Shah Alam** unless otherwise stated:

PROGRAMMES	PSMB Scheme	Dates
<u>Senior Management</u>		
<ul style="list-style-type: none"> Develop Leadership Strength with Business Focus [NEW] @ <i>Royale Chulan Damansara Hotel</i> 	SBL	May 15 – 16
<u>Management & Personal Development</u>		
<ul style="list-style-type: none"> Managing Your Time Monster 	SBL	May 8
<ul style="list-style-type: none"> Executive Development Programme: Formula to Reach Your Potential 	SBL	May 29 – 30
<u>Human Resource and Industrial Relations</u>		
<ul style="list-style-type: none"> Conducting Effective Performance Dialogue and Appraisal [NEW] 	SBL	May 13 – 14
<u>Customer Service, Sales and Marketing</u>		
<ul style="list-style-type: none"> The Art of Marketing: Promote Your products to Reach the Target Customers Effectively 	SBL	May 6 – 7
<ul style="list-style-type: none"> Customer Relationship Management: Customer Retention [NEW] 	SBL	May 15 – 16
<u>Quality Systems and Productivity Improvement</u>		
<ul style="list-style-type: none"> Understanding IATF 16949:2016 Requirements 	SBL	May 13 – 14

PROGRAMMES	PSMB Scheme	Dates
<u>Production, Operations and Logistics</u>		
▪ Managing and Improving Warehouse Operations: Practices for Effective Performance	SBL	May 8 – 9
▪ Packaging, Marking and Labelling for Storage and Shipping [NEW]	SBL	May 13 – 14
▪ Effective Advanced Negotiation Skills for Business Success [NEW]	SBL	May 29 – 30
<u>Industrial Safety</u>		
▪ Environment and Safety Awareness	SBL	May 13
<u>Communication</u>		
▪ Technical Communication in Emails, Reports & Minutes Writing	SBL	May 8 – 9
▪ The Delicate Art of Giving Feedback: A Guide for Managers and Supervisors [NEW]	SBL	May 15 – 16

For further information, please contact Pn Siti Nazihah or Pn Azrini at tel: 03-62867200 or e-mail us at siti_nazihah@fmm.org.my or azrini@fmm.org.my.

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