



Kemahiran Berkomunikasi Dan Pembentukan Kumpulan Kerja Cemerlang

OBJECTIVES:

- Meningkatkan kesedaran tentang pentingnya kemahiran komunikasi dan interpersonal yang baik untuk memajukan organisasi
- Memahami proses komunikasi dan implikasinya terhadap keberkesanan pengurusan
- Mendedahkan peserta kepada teknik berkomunikasi di peringkat individu dan kumpulan
- Memahami asas-asas komunikasi berkesan dan peranan pentingnya dalam kerjaya serta kehidupan peribadi kita.
- Mengenalpasti rintangan dan halangan dalam komunikasi dan cara-cara berkesan mengatasinya.
- Meningkatkan kemahiran mendengar.

IN-HOUSE TRAINING AVAILABLE



COURSE CONTENT

- Tajuk 1: Pengenalan kepada komunikasi antara perseorangan
- Tajuk 2: Persepsi dan komunikasi antara perseorangan.
- Tajuk 3: Kemahiran mencerap dan memberi respon.
- Tajuk 4: Berkomunikasi secara verbal dan Bukan verbal
- Tajuk 5: Hubungan Interpersonal
- Tajuk 6: Kemahiran memulakan, dan mengakhiri komunikasi
- Tajuk 7: Pengendalian konflik dalam hubungan interpersonal
- Tajuk 8: Kerja Berpasukan

WHO SHOULD ATTEND

Eksekutif, penyelia dan Kumpulan sokongan.

ADMINISTRATIVE DETAILS

Date : January 8 - 9, 2024

Time : 9.00am – 5.00pm

Venue : Level 2, FMM Selangor & Kuala Lumpur Branch
No 8A, Jalan Pensyarah U1/28, Hicom Glenmarie Industrial Park, 40150 Shah Alam, Selangor.

Fees : FMM Members – RM 1,325.00 per participant
Non-Members – RM 1,537 per participant

(inclusive of 6% service tax)

(Fees include course materials, Meals and Certificate of Attendance)

Get **10% DISCOUNT** if you send 3 or more participants for the same programme!



TRAINER

Mr. Mokhtar Said is a highly acclaimed People Development trainer and consultant. An exceptionally gifted thinker and speaker, Mokhtar Said 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. Mr. Mokhtar 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 Semiconductors 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. Mr. Mokhtar possesses a PhD in International Human Resource Management (Human Psychology) and Masters in Business Management (MBA).

For further inquiries please contact :

Siti Nazihah / Ain / Azrini

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REGISTRATION FORM

KEMAHIRAN BERKOMUNIKASI DAN PEMBENTUKAN KUMPULAN KERJA CEMERLANG

JANUARY 8 - 9, 2024 (MONDAY-TUESDAY)

FMM SELANGOR & KUALA LUMPUR BRANCH

FMM Institute Selangor (SST No.: W10-1901-32000105 | COID: 475427W_SELANGOR)
HRDCORP Programme Code: 10001346307
Email: fmm_institute_selangorkl@fmm.org.my
Tel: 03-55692950/4471/4171

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

1. Name: _____ Designation: _____ E-mail: _____

Nationality: _____ IC / Passport No.: _____

2. Name: _____ Designation: _____ E-mail: _____

Nationality: _____ IC / Passport No.: _____

Disclaimer

Registration is on a first-come first-served basis. 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 programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

- We will be claiming **from HRD Corp** and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.
- We will **NOT BE CLAIMING** from **HRD Corp**. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No **5-62106-64719-2**

Submitted by:

Name: _____ Designation: _____

Company: _____ Email: _____

Company Address: _____

FMM Membership No.: _____ My Corporate Identity No.: _____

Tel No.: _____ Fax No.: _____ Date: _____