



## Executive Development Programme: Formula to Reach Your Potential

May 3 - 4, 2021 | 9.00am - 5.00pm | FMM Selangor & Kuala Lumpur Branch

### OBJECTIVES

- Lead staff effectively by practising the 2 behavioural leadership styles
- Develop commitment through EQ buy-in of the company's objectives
- Use assertiveness and demonstrate confidence and ability in leading
- Learn tools and techniques to facilitate staff performance discussion
- Work productively and delegate responsibility
- Supervise difficult workers towards a win-win situation

### WHO SHOULD ATTEND

Potential Managers, Assistant Managers and Executives.

Dates : **May 3 - 4, 2021**

Time : 9.00 am – 5.00 pm

Venue : FMM Selangor & Kuala Lumpur Branch  
8A, Jalan Pensyarah U1/28,  
Hicom Glenmarie Industrial Park  
40150 Shah Alam, Selangor Darul Ehsan

Fees : FMM Members – RM 1,430 per participant  
(inclusive of 6% Service Tax)

Non Members – RM1,760 per participant  
(inclusive of 6% Service Tax)

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

**\* Enjoy 5% 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.**

For further enquiries, please contact:

Siti Nazihah / Syazwani / Fatahiyah  
**FMM Institute**

**Selangor & Kuala Lumpur Branch**

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Visit us at: www.fmm.edu.my / www.fmm.org.my

### 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.

### CONTENTS

- **People Management**
  - Define Leadership
  - Leadership Qualities and Behaviour
  - Follower Diagnosis
  - Four Levels of Development
- **Emotional Intelligence (EQ) in Leadership**
  - The Five Dimensions of EQ
  - Developing EQ Leaders
  - Ownership and Followership
  - EQ for Team Development
  - Commitment to Resolve Issues
- **Advanced Communication – Assertiveness Training**
  - Leader's Responsibility
  - 3 Styles of Advanced Communication
  - Empathy: Understand Other Person's Position
  - Persuasive Assertion
  - Confront Assertion
- **Effective Creative – Facilitative Methods**
  - Probe, Verify and Determine Experiences
  - The STAR System
  - The ORID System
  - 4 Levels of Focused Questions
  - Turning Poor Questions to Your Advantage
- **Delegation at Work Place**
  - Delegation Matrix
  - Guidelines for Successful Delegation
  - 5 Steps to Effective Delegation
  - Delegation Tips
- **Supervising Difficult Workers**
  - Creative Ways of Managing the Younger Generation of Workers
  - Avoid Two Major Mistakes in Handling Problematic Workers
  - Techniques to Diffuse and Transform Conflict to Teamwork

### FACILITATOR

**Irene Choong** holds a Master in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She has accumulated wide experience in the fields of management, human resource education, corporate communications, marketing and service having served in management capacities in various industries. She is a Certified Professional Trainer from the Malaysian Institute of Management (MIM-CPT) as well as a Certified Practitioner of Neuro-Linguistic Programming (NLP). She was with United Engineers Malaysia (UEM) and was also a Senior Management Executive with Projek Lebuhraya Utara-Selatan (PLUS). There, she was responsible for developing, organising and co-ordinating all public relation programmes, publications and corporate events. She also had the opportunity of working with a master trainer of NLP where she gained enormous training experience in human resource development. Irene has served as Manager for a leading direct selling company and was responsible for human resource and the smooth functioning of the service centre. She also managed an Educational Consultancy firm and was responsible for staff development, developing marketing and advertising programmes, liaison with overseas principals and institutions for higher learning in the United States of America, Australia, United Kingdom and Switzerland. For 15 years, Irene has facilitated many workshops for corporate organisations that include leadership, coaching & counselling, customer service, assertive communication, teambuilding, personal discovery & empowerment, emotional intelligence, confidence and public speaking skills. She also facilitates workshops & talks for Toastmasters, Malaysian Institute of Management (MIM), Corporate Managers Conference, Secretaries Conferences and the Malaysian Association of Facilitators (MAF). She is proficient in both English and Bahasa Malaysia. An enthusiastic and lively speaker, Irene is an active member of the Sunway Toastmasters Club and has held various key positions in the Club. She has won numerous in-house speech contests, having represented the Club in the 1994 and 1998 Division C Annual Speech Contest. She has been awarded the title of Competent Toastmaster (CTM) and Competent Leader (CL), award given in recognition of competence & leadership in the Toastmasters movement.

# REGISTRATION FORM

## Executive Development Programme: Formula to Reach Your Potential

May 3 - 4, 2021 (Monday - Tuesday)

FMM Selangor & Kuala Lumpur Branch

**The Manager**  
FMM Institute Selangor & Kuala Lumpur Branch  
Tel: 03-55692950/4471/4171  
Fax: 03-55694346  
SST No:W10-1901-32000105

Please tick (√) accordingly:  
PSMB Scheme:  SBL-KHAS  Non Contributor  
Require vegetarian meal:  Yes  No  
(meal voucher will be given to Muslim participants in the month of Ramadan)

Please register the following participant(s) for the above programme:  
(To be completed in BLOCK LETTERS)

1. Name \_\_\_\_\_ Designation \_\_\_\_\_ E-mail \_\_\_\_\_

Nationality \_\_\_\_\_ IC / Passport No. \_\_\_\_\_

2. Name \_\_\_\_\_ Designation \_\_\_\_\_ E-mail \_\_\_\_\_

Nationality \_\_\_\_\_ IC / Passport No. \_\_\_\_\_

3. Name \_\_\_\_\_ Designation \_\_\_\_\_ E-mail \_\_\_\_\_

Nationality \_\_\_\_\_ IC / Passport 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.: \_\_\_\_\_