



## Effective Meetings: The Art of Making Meetings Work

April 12-13, 2021 | 9.00am - 5.00pm | Remote Online Learning via Zoom

### OBJECTIVES

- Understand the value of meetings as a management tool
- Recognise the critical planning step that makes meeting time more effective
- Identify process tools that can help create an open and safe forum for discussion
- Develop and practice techniques for handling counterproductive behavior

### CONTENTS

- The Basics for Effective Meetings
- The Best and The Worst of Meetings
- Holding Productive Meetings
- Preparing for Meetings
- Agendas
- Setting the Place
- Leading a Meeting
- Process and Content
- Process Tools, Including De Bono's Thinking Hats, Rules of Work, and Facilitation Skills
- How to Control a Meeting
- A Plan for Success

### WHO SHOULD ATTEND

Assistants, Officers, Managers

Dates : **April 12-13, 2021**

Time : 9.00 am – 5.00 pm

Venue : Remote Online Learning via Zoom

Fees : FMM Members – RM 1,272.00 per participant  
(inclusive of 6% Service Tax)

Non Members – RM 1,378.00 per participant  
(inclusive of 6% Service Tax)

**(Fees include course materials and Certificate of Attendance)**

**\*each participant must have their own, individual equipment for online meeting with strong internet connection.**

For further enquiries, please contact:

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**FMM Institute**

**Selangor & Kuala Lumpur Branch**

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### FACILITATOR

**Susan Chan**, an experienced and dedicated trainer and educationist. She holds a Masters in Human Resource Management and Industrial Relations (University of New Castle, Australia), a Masters in Ministry (Alpha and Omega International College formerly TCAM), a Bachelor of Arts (Hons) in English, Diploma in Education (University of Malaya). In addition, she has a Certificate in Teaching of English for Business from London, LCCI (distinction). Besides her lecturing and training in university colleges and business corporations, she was co-owner and Director of MEGA KIDS and SERI CERDAS. She has been an associate trainer of FMM Institute since 2000. Susan has conducted extensive training programmes in areas such as Business Communication, Interpersonal Skills, Business English, Business Writing, Report Writing, Presentation Skills, Motivation, Supervisory Skills Development, Leadership and Personal Development through public and in-house training. Susan also had also been a Business English trainer for Language House and KDU Management Development Centre Sdn. Bhd. She is also an Associate Trainer with Lead Consultancy and she's certified to conduct training on Leadership based on John Maxwell's MLM syllabus. Among the companies Susan has conducted training in are some well-known companies including Multinationals such as BASF, the Chemical Company, FED EX Malaysia, LA FARGE, EDS, Chung Hwa Picture Tube. Susan has a global perspective and has done workshops and seminars in Ho Chi Minh City (Vietnam), Hanoi (Vietnam) and leadership training seminars in General Santos, Philippines and Louyang, China. As an educationist with more than 25 years of experience she has taught in a number of tertiary educational institutions of higher learning, such as University of Malaya, Metropolitan College, Sunway College, Kolej Damansara Utama, INTI International College. The subjects she teaches at undergraduate level are Communication in Business, Human Resource Management and Public Relations Principles and Practice. For the Masters Degree programme she teaches Public Relations, Curtin University, Perth, Australia. In addition, she has taught programs which are industry related such as Certificate in Manufacture Management, Diploma in Manufacture Management, Diploma in Logistics Management under FMM Institute's tertiary education programmes. An active committee member of NECF Malaysia, Susan is passionate about women's issues. She gives talks regularly and facilitates discussions at seminars.

### 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.

# REGISTRATION FORM

## Effective Meetings: The Art of Making Meetings Work

April 12-13, 2021 (Monday-Tuesday)

Remote Online Learning via Zoom

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

Please tick (√) accordingly:  
HRDF Scheme:  SBL-KHAS  Non Contributor

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.: \_\_\_\_\_