INTRODUCTION
The focus in management today is on people. A conductive working environment and positive work attitude could slowly transform a mediocre staff into a top performer. Thus, this programme enforces the importance of a strong working relationship between colleagues, subordinates and superiors to enable the company to achieve its objectives and long term goals.

OBJECTIVES
- Show the importance of positive work attitude and identify the importance of human relations skills
- Identify the nature of motivation skills and the relationship between job satisfaction and effective human relations
- Review the role for effective team building and identify contribution of leadership in developing good human relations
- Consider the significance of alternative managerial styles in attitude development and develop action plans

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 Baldrige 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.

WHO SHOULD ATTEND
Junior Management Staff, Supervisors, Line Leaders and Section Heads who wish to improve on the aspects of working with people to provide a conductive working environment in an organisation.

CONTENTS
Motivasi Kerja: Implikasi dan Perlaksanaannya
- Konsep motivasi dalam pekerjaan
- Bagaimana membina motivasi diri
- Motivasi pekerja: Peranan siapa?
- Kuasa gangjaran vs kuasa hukuman
- Mempertahankan daya (tenaga) motivasi di tempat kerja

Kepimpinan: Seni Mempengaruhi Pekerja
- Konsep kepimpinan dalam persekitaran pekerjaan
- Kepimpinan pekerja: Kuasa pengaruh vs kuasa arahan
- Kepimpinan pekerja dalam menangani perubahan
- Ciri-ciri penting dalam kepimpinan pekerja
- Kemahiran-kemahiran memimpin

Hubungan Kemanusiaan: Suatu Kaedah Mendekati Pekerja
- Memahami manusia dan kemanusiaan
- Konsep hubungan kemanusiaan
- Ciri-ciri penting hubungan kemanusiaan dalam situasi pekerjaan
- Tanggungjawab pekerjaan vs hubungan kemanusiaan
- Asas utama membina kekuatan hubungan kemanusiaan
- Kemahiran-kemahiran “interpersonal” dalam hubungan kemanusiaan

Pembentukan Kumpulan Pekerja
- Konsep kumpulan kerja
- Bagaimana membina dinamika kumpulan
- Mengenalpasti keberkesanan kumpulan
- Kemahiran-kemahiran membentuk kumpulan kerja yang berkesan

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 course. 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:

Pn. Nazihah / Pn. Shimah
FMM Institute, Selangor Branch
Tel: 03-55692950 Fax: 03-55694346
Visit us at: www.fmm.edu.my / www.fmm.org.my

FMM Institute, Selangor Branch Centre for Professional Development

MOTIVASI, KEPIMPINAN, HUBUNGAN KEMANUSIAAN DAN PEMBENTUKAN KUMPULAN KERJA
October 23 - 24, 2013 | 9.00am - 5.00pm | Shah Alam Convention Centre

ADMINISTRATIVE DETAILS
Dates : October 23 - 24, 2013
Time : 9.00 am – 5.00 pm
Venue : Shah Alam Convention Centre
No. 4 Jalan Perbadanan 14/9
40000 Shah Alam, Selangor Darul Ehsan
Fees : FMM Members – RM1,100 per participant
Non Members – RM1,400 per participant
(Contains include course materials, Certificate of Attendance, lunch and refreshments)

Tel: 03-55692950 Fax: 03-55694346
Email: shimah@fmm.org.my
Visit us at: www.fmm.edu.my / www.fmm.org.my
Dear Sir/Madam,

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

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(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: ___________________________________________________________________

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Tel No.: __________________ Fax No.: __________________ Date: _____________________

FMM Membership No.: ______________ My Corporate Identity No.: ___________________