



**FMM Institute**  
Kedah/Perlis Branch

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## **“THE BASIC MANAGER’S TOOLKITS TOWARDS AN EFFECTIVE MANAGEMENT”**

**▸ 9:00 am to 5:00pm ▸ 26-27 Nov 2012, Mon-Tue ▸ Harvard Suasana Hotel, Bedong**

### **INTRODUCTION**

This program aims to enhance the overall skills standards of aspiring managers and current Managers. It should be a key component of an organization's effort in enhancing the competency of its management team and thus enhance the company's competitiveness. The implementation of this program will help organizations achieve higher level of competitiveness through better-exposed human capital development.

### **OBJECTIVES**

- Help staff upgrade management skills and company competitiveness
- Get along better with people from diverse cultures and backgrounds
- Improve decision making skills
- Enhance self confidence
- Advocate lifelong learning habits
- Communicate better with superiors, peers and followers
- Provide general “survival” skills

### **WHO SHOULD ATTEND**

This program targets supervisors, officers, managers and those who aspire to be future managers.

### **CONTENTS**

Introduction: General Introduction: adaptation and workplace demands

- organization, country, and global setting

1) Workplace Literacy and Numeracy: why technical skills alone are not enough

- can you understand others and be understood by others?
- how do we use numbers in work?

2) Information Communication Technologies (ICT)

- common ICT tools, equipments, and peripherals
- information searching through the internet
- data security and protection

3) Problem-solving and Decision-making

- identify and anticipate problems
- generate & evaluate alternative solutions
- make & take responsibilities for decisions

4) Initiative & Enterprise

- Initiate actions for continuous improvement
- Practise innovative & enterprising behaviors
- Identify, evaluate & manage risks

5) Communication and Relationship Management

- Communicate effectively at workplace
- Contribute towards improved teamwork
- Effective workplace negotiation skills

- 6) Lifelong Learning – reading/audio/video, upgrading
  - Take responsibility for personal/professional growth
  - Be responsive & adaptable to change
  - Apply knowledge & skills to the workplace

7) Global Mindset

- Managing crisis
- Sensitivity to culture, age, sex, racial diversity, etc...
- Understand Strategic Management

8) Self-management – EQ

- Understand the difference between IQ and EQ
- Highlight the influence on others, with or without you knowing it

9) Work-related Life Skills – political behaviors, office politics, 5 points of power

- Relate personal goals to organizational goals
- Time management & personal financial management
- Maintain work-life harmony
- Gain & maintain employment

10) Health and Workplace Safety – sleep/rest, exercise, food, stress-related topics

- Observe workplace S&H procedures & policies
- Implement these to maintain workplace S&H
- Establish & evaluate workplace S&H system

**TRAINER:**

**Mr. Steven Khong** is a certified motivational speaker and self development coach in the MLM and MNC fraternity since 1993. He has conducted a lot of seminar courses for many entrepreneurs, managers and leaders in the industry. Among the courses he designed are The Winning Attitude, Train The Trainer program, Public Speaking program, Communication Skills, Leadership Skills, Customer Service and Road To Peak Performance Manager program. During the course of his training, he has traveled extensively in the South East Asia region to share his experience with a lot of entrepreneurs and industry leaders where he spent two years in India and three years in Indonesia. His training is geared towards accelerate learning with emphasis on involvement, interaction, innovation, positive attitude collaboration, paradigms and teamwork. His presentation is short, humorous and witty with a lot of short stories and motivational anecdotes to send the desired messages to the participants involved. Steven's forte lies in intra-personal skills such as changing the mind – set of an individual by altering their set of beliefs and perception and developing their self awareness to a new level. Among some of the organizations who have engaged his services are Komag Penang, PC Mahlin, Eonmetall, Panasonic, Sharp Roxy, Benq, Intel, Nestle, Penang Port Commission, Baxglobal, SMCI Globetronics, E & O Hotel Group, Bank Negara, MEPS, Tenaga Nasional, Segi College, Shuang Hor Malaysia, Jeou Shun Taiwan, Luxor Network Marketing (Malaysia and Singapore), PT. BOS (Indonesia) and JS Herbal Marketing Pvt. Ltd (India).

**Administrative Details**

Date : 26-27 Nov 2012 (Mon-Tue) Time : 9.00 am – 5.00 pm  
 Venue : Harvard Suasana Hotel, Bedong Fees : RM750.00 (Members); RM850.00 (Non-Members)

*All fees are inclusive of course materials, lunch and refreshments.*

Attendance is by prior registration only. Registration form must be completed and returned to FMM Institute by **19 Nov 2012** with correct payment by cheque made in favour of 'FMM INSTITUTE' and crossed "Account Payee Only". Payment by cash is acceptable during the day of registration. **Registration is on first-come-first-served basis.** For enquiries: Contact Meeza (04-4216876) / Shita 04-7343110/011 or email [meeza@fmm.org.my](mailto:meeza@fmm.org.my) / [fmmkedahperlis@fmm.org.my](mailto:fmmkedahperlis@fmm.org.my)

**CANCELLATION MUST BE IN WRITING TO FMM.**

*There will be no refund for cancellation within 3 days prior to the program. 50% refund for cancellation between 4 - 5 days and full refund for cancellation 6 days prior to the program. **No additional cost for replacement.***

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### REGISTRATION FORM

**To** : FMM Institute (Attn: Meeza) Fax: 04-7344057

**Please register the following participants:**

1. Name & Designation : \_\_\_\_\_
2. Name & Designation : \_\_\_\_\_
3. Name & Designation : \_\_\_\_\_
4. Name & Designation : \_\_\_\_\_

*(Please attach separate list if space is insufficient)*

**Submitted by**

Name : \_\_\_\_\_  
 Designation : \_\_\_\_\_  
 Company : \_\_\_\_\_  
 Tel : \_\_\_\_\_ Fax: \_\_\_\_\_  
 Address : \_\_\_\_\_  
 Email : \_\_\_\_\_  
 Membership No. : \_\_\_\_\_