



# Essential Skills for Managerial Success

September 23 - 24, 2020 | 9.00am - 5.00pm | Concorde Hotel Shah Alam

## OBJECTIVES

- Acquire a practical awareness of key roles and responsibilities
- Lead a team successfully to build trust and earn respect
- Develop good EQ skills to enhance leadership skills
- Understand that coaching is an integral part of a manager's effective leadership strategies and management activities
- Learn "What to say" and "How to say it" when managing performance
- Give constructive feedback and maintain a win-win communication system

## WHO SHOULD ATTEND

Managers, newly-promoted Managers and Assistant Managers

Dates : **September 23 - 24, 2020**

Time : 9.00 am – 5.00 pm

Venue : **Concorde Hotel Shah Alam**

3, Jalan Tengku Ampuan Zabedah,  
40100 Shah Alam, Selangor Darul Ehsan

Fees : FMM Members – RM 1,272 per participant  
(inclusive of 6% Service Tax)

Non Members – RM1,590 per participant  
(inclusive of 6% Service Tax)

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

**\* Enjoy 10% for registration of two (2) and 20% 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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**FOR LIST OF TRAININGS BY FMM INSTITUTE**

## CONTENTS

- The KATZ Model of Skills
- Leadership Style Diagnosis
- Essentials of People Management
- Emotional Intelligence (EQ) in Leadership
- Coaching at the Workplace
- Impactful Communication Skills
- Managing Performance
- Success Agreement System (SAS)

## 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 in 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.

## 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

## Essential Skills for Managerial Success

September 23 - 24, 2020 (Wednesday - Thursday)

Concorde Hotel Shah Alam

### 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  Non Contributor

Require vegetarian meal:  Yes  No

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