Teknik-Teknik Kaunseling Yang Berkesan

Building employee morale, training and having the right behaviours at the workplace are very crucial in the current competitive era. Employees contribute towards an organizations growth and development. Thus, it is important for an organization to have effective employee communication, development and corrective behavioural approaches at the workplace. Counselling is a very useful tool for this purpose.

Upon completion of this course, participants will be able to:
- develop counselling skills
- use effective listening skills
- building the 8 critical skills for counselling
- building the 3 reflecting skills
- utilizing the counselling process
- conducting effective counselling sessions

WHO SHOULD ATTEND
Heads of Departments, sections, supervisors, leaders, officers, executives, Human Resource Department

Course Content

PENGALAMAN
- Memahami kaunseling
- Kaunseling untuk pekerja
- Faedah yang diperolehi dari kaunseling
- Kenapa kaunseling dielakukan oleh penyelia/pengurus

BILA KAUNSELING DIPERLUKAN
- Keperluan kaunseling pekerja
- Situasi kerja yang memerlukan kaunseling
- Petanda sikap dan prestasi kerja yang tidak memuaskan
- Kenapa pekerja tidak dapat mencapai output/ menyiapkan kerja

KAUNSELOR YANG BERKESAN
- Ciri-ciri seorang kaunselor
- Keupayaan menjadi seorang pendengar yang baik

PROSES KAUNSELING
- Memahami proses kaunseling
- Membuat persiapan awal sesi kaunseling
- Mempelajari 10 langkah dalam proses kaunseling

- Mengguna proses kaunseling dengan berkesan
- Mengguna dokumen kaunseling

MEMBINA KEMAHIRAN KAUNSELING – 8 SKIL PENTING
- Membina kesedaran
- Pendengaran aktif
- Skil menyolo
- Simpati & empati
- Bahasa badan
- Postur/posisi duduk
- Perkataan yang diguna
- Nada suara

TEKNIK MENYOAL
- Menyoal dengan berkesan
- Tujuan menyolo
- Prinsip-prinsip asas menyolo
- Jenis-jenis soalan
- Latihan skil menyolo

TINDAKAN DISIPLIN
- Perbezaan tindakan disiplin dengan kaunseling
- Bila penyelia guna tindakan disiplin
- Pilihan terakhir

OBJECTIVES

- Develop counselling skills
- Use effective listening skills
- Build the 8 critical skills for counselling
- Build the 3 reflecting skills
- Utilize the counselling process
- Conduct effective counselling sessions

WHO SHOULD ATTEND
Heads of Departments, sections, supervisors, leaders, officers, executives, Human Resource Department

REGISTRATION FORM

FMM INSTITUTE PERAK (Centre for Professional Development)
Attn: Puan Eda / Ms Harvindar / Ms Nicole
No. 1, Lorong Raja DiHilir, Off Jalan Raja DiHilir, 30350 Ipoh, Perak.
Fax. No.: (05) 548 8221 & (05) 548 8331 • Tel. No.: (05) 548 8660
Email: fmmperak@fmm.org.my

TEKNIK-TEKNIK KAUNSELING YANG BERKESAN

Dear Sir / Madam
Please register the following participant(s) for the above programme:

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<tr>
<th>Name</th>
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<th>I.C. No.</th>
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(Please attach a separate list if space is insufficient.)

Submitted by:
Name: Designation: Tel: Fax: Email: Company: Address:

FMM Membership No: Company GST Registration No: MyCoID:

Enclosed cheque / bank draft No. ______________________ for RM _______________ being payment for __________ participant(s) made in favour of the ‘FMM INSTITUTE’. 

ADMINISTRATIVE DETAILS

Closing date: July 17, 2017
Medium of Instruction: Bahasa Malaysia
CPD: 7 hours
Course Fee (Fees inclusive of GST, Course Materials, Refreshment, Lunch and Certificate of Attendance)

FMM Members RM 371.00 per pax
Others RM 477.00 per pax

Registration:
- Upon faxing / mailing the completed Registration Form to FMM Institute, Perak, you are deemed to have read and accepted the terms and conditions. The course would also be deemed as confirmed unless informed otherwise.
- Will be based on First-Come-First-Served basis.
- Cheques made in favour of FMM INSTITUTE should be forwarded to FMM Institute Perak.
- For SBL Scheme, an Attendance of 100% is a MUST, in any case, employers will be billed in full.
- FMM Institute GST Registration No. 001764551840

Cancellation:
Must be in Writing with Reasons.
- 7 days before the course – No Payment Charged
- 3-6 days before the course – 50% Payment Charged
- < 3 days before the course – Full Payment Charged
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

Disclaimer:
The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

Dr Jasjit Kaur A/P Ranjit Singh

Dr Jasjit Kaur holds a PhD from USM, possesses an MBA (General Management) and a Bachelors Degree (Hons) in Business Administration, both from UUM and a Certificate in Personnel Management from MIMP. She has more than 16 years of experience; both in the manufacturing and service industry. She has held various positions such as Administration Manager, Assistant Director of Human Resources and Group Admin/HR Manager that covers the areas of human resources, store management, purchasing management, shipping and general administration.

Dr Jasjit Kaur has been a corporate trainer since 1994. She has conducted extensive Public and In-house training ranging from logistics management, inventories, purchasing management, warehouse management, human resources, counselling, motivation & team building, supervisory skills, office management and leadership skills to business communication. In her capacity as a Training Specialist, she has conducted training for all levels of staff. In the past, she has conducted Training Courses for PLUS, Teknik Jaya, Northern Steel, Metall (M), LKT Ind, PGEU Group, Genting Sanyen, Nemic Lambda, Sanwa RC System, Kayaba Meiban, World Kitchen, Serba Wangi, Public Packages, AIMST, Shangri-la Hotel and she has also conducted training in Singapore, Penang, Kuala Lumpur and Johor. In addition, she is a certified Trainer for Development Dimension International’s Recruitment Programme, a certified ISO 9002 Internal Auditor and a certified Verifier by the National Vocational Training Council.