



Organised by **FMM INSTITUTE** (475427-W) **Perak Branch**
Centre For Professional Development

SBL-KHAS
Scheme

DELEGATION, TIME MANAGEMENT, HANDLING CONFLICTS AND DIFFICULT EMPLOYEES

(conducted in Mandarin)

1 December 8 & 9, 2021 (Wednesday & Thursday)

8.45 am – 5.00 pm  **FMM Institute, Perak**



The important of delegation and time management in modern business environment to enhance people management and communication in order to improve handling skill of conflicts and difficult employees.

OBJECTIVES

Develop skills in delegation, time management, communication, handling conflicts and difficult employees with 4G mindset and high EQ.

LEARNING OUTCOMES

Upon completion of this training, participants will be able to :

- ❖ Understand the important of delegation whereby a good delegation saves you time, develops your people, grooms a successor, and motivates.
- ❖ Understand the important of time management in order to control over the amount of time spent on specific activities, especially to increase effectiveness, efficiency or productivity.
- ❖ Understand the important of communication skill to manage conflicts and handle difficult employees.
- ❖ Study world top business gurus' concept and their application and use in your industry.

WHO SHOULD ATTEND

Those involved in the businesses of people across all functional areas including general affair, human resource, production, sales, marketing, customer service, purchasing, engineering and others.

TRAINER

MS AMANDA SOONG SHI KWEN who holds a Bachelor's degree in Commerce from La Trobe University, Australia has been involved in the field of Purchasing, Production planning and control, customer service, marketing, warehouse management, training and consulting for 20 years. She has deep experience in initiating and implementing supply chain process, vendor cost control improvement system, and efficient production planning and control in one of the world's leader in electronics manufacturing.

MS AMANDA'S interests are in helping organizations and individuals succeed through transforming and transcending their performance. Her extensive experience in change and project management has seen her in roles that have led to dramatic improvement in company performance across the supply chain sector. Her strengths lie in her ability to work collaboratively with clients to understand and meet their needs. She is also a certified trainer registered with PSMB.

For further details, please contact **Ms Nicole / Ms Divya / Pn Eda / Ms Harvindar**
☎ (05) 548 8660 **📠 (05) 548 8221** **✉ fmmperak@fmm.org.my**

COURSE CONTENTS

MODULE 1: DELEGATION

- Delegation principles and process
 - *Overview the principles and process of delegation*
- Delegation levels
 - *Explain decision power vs delegation level*
- Psychological contracts
 - *Explain the necessity of Psychological contracts*
- Erikson's life stages
 - *Explain the life stages of Ericson*
- Maslow's hierarchy of needs
 - *Explain the basic human needs based on Maslow's law*
- Kolb's learning styles
 - *Explain the learning styles of Kolb*
- Kirkpatrick's learning and training evaluation model
 - *Explain the learning and training evaluation model of Kirkpatrick*

MODULE 2: TIME MANAGEMENT

- History of time management development
 - *Explain the history of time management development*
- Create an effective environment for time management
 - *Explain what is an effective environment*
- Set priorities and goals by analysis and methods
 - *Explain ABC analysis, Pareto analysis, Eisenhower method, Domino Reaction method, Parkinson's law and 30 second elevator speech method*
- Eliminate non-priorities and set golden rules of time management
 - *Explain how to eliminate non-priorities and set rules to govern time management*

MODULE 3: HANDLING CONFLICTS AND DIFFICULT EMPLOYEES

- 4G mind set
 - *Explain what is Global, Good, Grit, Gratitude mind set*
- ABC theory of emotion and logical thinking
 - *Explain different belief will have different outcome for same event*
- Eastern and Western way of EQ (Emotional Quotient) Concept
 - *Explain high EQ necessary in communication*
- 51% Principle
 - *Explain the important to make the 1st move as*
- Consistency Principle
 - *Explain the important of consistency*
- Conflict Management and listening skills
 - *Explain the important of listening skill in conflict management*
- Thomas-Kilmann Conflict Mode Instrument (TKI)
 - *Perform a TKI test*
- Types of difficult people and handling methods
 - *Explain various types of difficult people and handling methods*
- Communication skills – right words at right place
 - *Choose the right words and styles in different environment*

MODULE 4: BUSINESS GURUS' CONCEPT

- Sun-Tzu – The Art of War
 - *Explain how to use The Art of War in business environment*
- Ken Blanchard – The One Minute Manager
 - *Explain the important of speed and fast action in business game*

TRAINING METHODOLOGY

Lectures with individual and group exercises, feedback sessions, class discussions, business role playing and games.

COURSE DETAILS

Date **December 8 & 9, 2021**
(Wednesday & Thursday)
Time **8.45am - 5.00pm**
Venue **FMM Institute Perak,**
No 1, Lorong Raja DiHilir,
30350 Ipoh, Perak
Medium of Instruction **Mandarin**
CPD: **14 hours**
Fees : **MEMBERS RM636.00/pax**
NON-MEMBERS RM795.00/pax
*(Fees inclusive of Service Tax at 6%, Course Materials,
Refreshment, Lunch and Certificate of Attendance)*

Closing Date: DECEMBER 1, 2021

ADMINISTRATIVE DETAILS

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.

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, 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.

PAYMENT

- Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Perak.
- For **SBL-KHAS Scheme**, an **Attendance of 100% is a must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**

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

~ Registration Form ~

DELEGATION, TIME MANAGEMENT, HANDLING CONFLICTS AND DIFFICULT EMPLOYEES (conducted in Mandarin)

FMM Institute
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

	Name	Designation
1.	NRIC	HP No
2.	Name	Designation
	NRIC	HP No
3.	Name	Designation
	NRIC	HP No

(Please attach a separate list if space is insufficient)

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- We **will be claiming under SBL-Khas Scheme** and full payment would made to FMM Institute in the event that no disbursement from HRDF under any circumstances
- We will **NOT BE CLAIMING under SBL-Khas Scheme**. Enclosed cheque/bank draft No _____ for RM _____ being payment for ___ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: _____ Designation: _____
Company: _____ Tel: _____ Fax: _____
Address: _____
Email: _____ FMM Membership No _____