



## (MC) Executive Development Programme: Formula to Reach Your Potential

**OCTOBER 5-6, 2022 | 9.00AM – 5.00PM | REMOTE ONLINE LEARNING VIA ZOOM**

### OBJECTIVES

- Lead staff effectively by practising the 2 behavioural leadership styles
- Develop commitment through EQ buy-in of the company's objectives
- Use assertiveness and demonstrate confidence and ability in leading
- Learn tools and techniques to facilitate staff performance discussion
- Work productively and delegate responsibility
- Supervise difficult workers towards a win-win situation

### CONTENTS

#### People Management

- Define Leadership
- Leadership Qualities and Behaviour
- Follower Diagnosis
- Four Levels of Development

#### Emotional Intelligence (EQ) in Leadership

- The Five Dimensions of EQ
- Developing EQ Leaders
- Ownership and Followership
- EQ for Team Development
- Commitment to Resolve Issues

#### Advanced Communication – Assertiveness Training

- Leader's Responsibility
- 3 Styles of Advanced Communication
- Empathy: Understand Other Person's Position
- Persuasive Assertion
- Confront Assertion

#### Effective Creative – Facilitative Methods

- Probe, Verify and Determine Experiences
- The STAR System
- The ORID System
- 4 Levels of Focused Questions
- Turning Poor Questions to Your Advantage

#### Delegation at Work Place

- Delegation Matrix
- Guidelines for Successful Delegation
- 5 Steps to Effective Delegation
- Delegation Tips

#### Supervising Difficult Workers

- Creative Ways of Managing the Younger Generation of Workers
- Avoid Two Major Mistakes in Handling Problematic Workers
- Techniques to Diffuse and Transform Conflict to Teamwork

### WHO SHOULD ATTEND?

Potential Managers, Assistant Managers and Executives.

**Date** : October 5-6, 2022  
**Time** : 9.00am – 5.00pm  
**Venue** : Remote Online Learning via Zoom  
**Fees** : FMM Members – RM 1,060 per participant  
 Non-Members – RM 1,272 per participant  
 (inclusive of 6% service tax)  
 (Fees include course materials and Certificate of Attendance)

**Each participant must have their own, individual equipment for online meeting with strong internet connection.**

### 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 Lebuh raya Utara -Selatan (PLUS). There, she was responsible for 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.

**For further enquiries, please contact:**

Siti Nazihah / Azrini

**FMM Institute**

**Selangor & Kuala Lumpur Branch**

Tel: 03-55692950 / 4171 / 4471 Fax: 03-55694346

Email: [siti\\_nazihah@fmm.org.my](mailto:siti_nazihah@fmm.org.my) / [azrini@fmm.org.my](mailto:azrini@fmm.org.my)

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# REGISTRATION FORM

(MC) Executive Development Programme: Formula to Reach Your Potential

OCTOBER 5-6, 2022 (WEDNESDAY-THURSDAY)

REMOTE ONLINE LEARNING VIA ZOOM

FMM Institute Selangor (SST No: W10-1901-32000105 | CO ID: 475427W\_SELANGOR)

Email: [siti\\_nazihah@fmm.org.my](mailto:siti_nazihah@fmm.org.my) / [azrini@fmm.org.my](mailto:azrini@fmm.org.my)

Tel: 03-55692950/4471/4171

Please register the following participant(s) for the above programme:

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)

## Disclaimer

Registration is on a first-come first-served basis. 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 programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

- We will be claiming **from HRD Corp** and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.
- We will **NOT BE CLAIMING** from **HRD Corp**. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No **5-62106-64719-2**

Submitted by:

Name: \_\_\_\_\_ Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Date: \_\_\_\_\_

My Corporate Identity No.: \_\_\_\_\_