



KOMUNIKASI, COACHING, KAUNSELING DAN PENYELESAIAN MASALAH

1 October 25 & 26, 2021 (Monday & Tuesday)

8.45 am – 5.00 pm Remote Online Learning via Zoom



Entering the ever-challenging global business scenario, organizations nowadays believe that employees themselves are the core contributors to the business excellence. Motivation at work has to be nurtured and maintained to the fullest so that it could develop employees' engagement and mental strength and hence, be able to translate it into products & services excellence. This course highlights some of the 'must have' skills required by today's employees and superiors to generate a solid, flexible and engaged working environment. They are communication, coaching, counseling and problem solving skills.

OBJECTIVES

Participants will explore different methods of communication, coaching approach to employee development, application of counselling method at workplace and systematic approach to problem solving.

LEARNING OUTCOMES

At the end of this course, participants will be able to

- Understand the concept of communication and its importance at workplace
- Apply different communication skills more effectively
- Explain coaching concept and its principles
- Conduct coaching session effectively
- Understand counseling and its application at work
- Hold counseling session at workplace
- Explain systematic problem solving and its approaches
- Solve complicated problems more effectively

TRAINING METHODOLOGY

Lectures, group discussions, Management games/activities, case studies, video, role play

WHO SHOULD ATTEND

Manager/supervisor, group/line/team leader, section head and high potential employees

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

MODUL 1: KOMUNIKASI BERKESAN

- Asas komunikasi
- Kemahiran mendengar
- Komunikasi bukan-lisan
- Komunikasi para-lisan
- Komunikasi lisan
- Komunikasi bertulis

MODUL 2: COACHING

- Asas 'coaching'
- Prinsip-prinsip 'coaching'
- Kaedah 'coaching'
- Maklumbalas
- Penilaian
- Pemantauan

MODUL 3: KAUNSELING DI TEMPAT KERJA

- Asas kaunseling
- Bila perlukan kaunseling
- Jenis-jenis kaunseling
- Stail-stail kaunseling
- Proses kaunseling
- Kemahiran kaunseling
- Kualiti kaunselor yang baik
- Kesilapan dalam kaunseling

MODUL 4: PENYELESAIAN MASALAH

- Mengenali masalah
- Mengumpul data & maklumat
- Mendefinasi masalah
- Kenalpasti solusi alternatif
- Menilai alternatif
- Melaksana keputusan
- Menilai hasil keputusan

TRAINER

ENCIK KHAIRUDDIN BIN IBRAHIM who holds a B. Econs. (Hons) from IIUM is a certified Quality Engineer and a certified PSMB Trainer. En Khairuddin has more than 20 years of working experience and has held various management positions in MNCs particularly in the manufacturing functions such as Administration & HR, Training & Development, Production Planning, Production Control, Product Development and Warehouse. To date, En Khairuddin has conducted trainings on various topics, including Leadership, Performance Improvement, Conflict Resolution, Motivation, Teamwork, Creativity & Innovation, Positive Work Attitude, Training Delivery, Problem Solving, 7QC Tools & QCC, Delegation, Time Management, Handling Difficult Employees, Supervisory Skills, NLP for Supervisors, Product Development, 6S, Selling Skills, Customer Service and Teambuilding.

ENCIK KHAIRUDDIN who has more than 11 years of experience in training, has conducted numerous trainings for participants from a diverse range of organizations, which include DEM Draeximaier, IND Concrete Products, MMC Electronics, Murata Electronics, Voith Paper Fabrics, YTY Industry, SDKM Technologies, D'Aquarian, Meru Valley Resort, Polyparts, Temerloh Mill, Takashima Woodwork, Ipoh Port, Kurz Production, Sagami Manufacturer, GB Kuari, Kencana Petroleum, BKB Hevea Products, Leighton Contractors, Nihon Superior, Prima Precision, Yokohama Reclamation, Takasima Industries, Grade One Machine Shipyard, Sanctuary Health, Plas-Tec, Meadow Garden, QL Foods, Aliran Utara, DQS, Pantai Hospital and many more. He has made training and learning interesting through sharing of real life experience. His participants from all levels have found his training lively, highly effective and practical that can be applied at work place.

COURSE DETAILS

Date **October 25 & 26, 2021 (Monday & Tuesday)**
Time **8.45am - 5.00pm**
Platform **Remote Online Learning via Zoom**
Medium of Instruction **Bahasa Malaysia**
CPD **14 hours**
Fees **Members RM636.00/pax**
Non-Members RM795.00/pax
(Fees inclusive of Service Tax at 6%, Downloadable Course Materials and Certificate of Attendance)

- ❖ *Download and install ZOOM app on your laptop/desktop before the programme*
- ❖ *Good Internet / Wi-Fi connectivity*
- ❖ *Access Links will be provided upon confirmation of the programme*

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

Closing Date:
OCTOBER 18, 2021

~ Registration Form ~

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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	NRIC
1.		
2.		
3.		

(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	