This programme provides participants with the skills to motivate line operators, handle grievances and complaints effectively and to coach and counsel subordinates towards positive change and increased productivity. Teambuilding is interspersed throughout the programme.

CONTENTS

Tanggungjawab di dalam Penyeliaan
- Definisi penyeliaan
- Tanggungjawab penyeliaan
- 5 fungsi utama penyelia
- Tugas-tugas utama penyelia
- Bengkel 1 dan 2

Kepimpinan di dalam Penyeliaan
- Definisi kepimpinan
- Ciri-ciri kepimpinan
- Mengukur kepimpinan
- Model-model kepimpinan
- Kelakuan-kelakuan kepimpinan

Kemahiran Pemimpin “Situational” yang Berkesan
- Memadankan cara kepimpinan dan tahap kemajuan
- Bengkel kepimpinan

Asas Komunikasi
- Bagaimana anda berkomunikasi untuk meningkatkan moral dan produktiviti pengikut
- Kebaikan komunikasi berkesan
- Mesej “NON VERBAL/BODY LANGUAGE”
- Mendengar dengan aktif
- Kuasa pendengaran
- Fokuskan pertanyaan

Kemahiran Hubungan Kemanusiaan
- Hubungan kemanusiaan
- Perbezaan sifat semulajadi manusia dan hubungan kemanusiaan
- Memahami hubungan kemanusiaan
- Apakah yang mempengaruhi hubungan kemanusiaan
- Membina hubungan kemanusiaan
- Konsep-konsep utama

Menggerakkan Prestasi
- 3 Tindakan utama kepimpinan
- Penggerak
- Panduan penetapan matlamat
- Bengkel: Perancangan untuk keputusan

Menyelia Prestasi
- 3 Kemahiran menguruskan akibat dengan positif
- 4 Langkah untuk memuji dengan berkesan
- 4 Langkah untuk menegur dengan berkesan
- Mengarah semula prestasi yang buruk

Kajian Kes
- “Siapakah Pengurus Yang Sebenar?”

May 16 - 17, 2012
Concorde Hotel Shah Alam
Ms Amy Wan-Ratos has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. Her corporate experience in Japanese and American firms instilled a fierce determination and paradigm that we are all born to win! Having been through transformational stages in these firms, Amy was totally involved in motivating the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneering training team that was awarded recognition from the HQ. In Xerox, she managed the customer satisfaction program which was awarded the Malcolm Baldridge Award.

Amy has facilitated many workshops in Malaysia, Philippines, Taiwan, Indonesia, Canada and the USA that include leadership, adventure learning, assertive communication, personal realisation and awareness, performance appraisal, customer satisfaction, counselling, EQ, trust and confidence and public speaking skills. Amy is certified and licensed by 6 Seconds (USA) to conduct their EQ workshops. She is also a Master Trainer of the Integrative Learning System in Asia, responsible for continuous research and certification of facilitators. An articulate and fluent speaker, Amy has been the winner of national and international speech contests.

**OBJECTIVES**

At the end of the programme, participants will be able to:

♦ understand that they have the responsibility to lead
♦ build their knowledge, skill and attitude as leaders
♦ accept each person as an individual and be able to motivate them to perform progressively
♦ develop an objective awareness and understanding of their roles in respect of themselves and their organisation
♦ understand the concept of internal customers and teamworking for synergistic results
♦ develop a positive work attitude
♦ communicate effectively

**WHO SHOULD ATTEND**

This programme is designed specially for Line Leaders and Operators who have the potential to be trained to handle greater responsibility.

**ADMINISTRATIVE DETAILS**

Dates: May 16 - 17, 2012  
Time: 9.00 am – 5.00 pm  
Venue: Concorde Hotel Shah Alam  
3, Jalan Tengku Ampuan Zabedah C9/C  
40100 Shah Alam  
Selangor Darul Ehsan  
Fees: FMM Members – RM950 per participant  
Non Members – RM1,200 per participant  
(Fees include course materials, Certificate of Attendance, lunch and refreshments)

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 10 or more working days before the start of the programme. Cancellation received 6 – 9 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 5 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.

10% discount is applicable for registration of three (3) or more participants from the same organisation and of the same billing source.

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.

For further enquiries, please contact:  
Ms Ravathi / Pn Hafifah  
FMM Institute  
Tel: 03-62867200  
Fax: 03-62776712  
Visit us at www.fmm.edu.my

**FACILITATOR**

Ms Amy Wan-Ratos has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. Her corporate experience in Japanese and American firms instilled a fierce determination and paradigm that we are all born to win! Having been through transformational stages in these firms, Amy was totally involved in motivating the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneering training team that was awarded recognition from the HQ. In Xerox, she managed the customer satisfaction program which was awarded the Malcolm Baldridge Award.

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Dear Sir/Madam,

Please register the following participant(s) for the above programme. (To be completed in BLOCK LETTERS)

1. Name  Designation  E-mail

   Nationality  IC No.

2. Name  Designation  E-mail

   Nationality  IC No.

3. Name  Designation  E-mail

   Nationality  IC 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: ______________________

Address: ______________________

__________________________________________________________

Tel No.: ______________________ Fax No.: ______________________ Date: _______________

FMM Membership No.: ______________ My Corporate Identity No.: ______________________