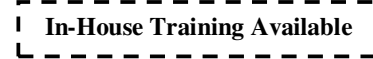




SEVEN LEADERSHIP SKILLS OF HIGHLY EFFECTIVE SUPERVISORS (MANDARIN)



INTRODUCTION

According to the latest psychological findings, emotional intelligence has proven to be more important than cognitive intelligence in any human success, especially in the business and industrial sectors. Hence, people skills, as an important dimension of emotional intelligence, play a crucial role in achieving individual and organisational success. This programme provides aspiring supervisors with the strategic human relations skills instrumental to becoming highly effective people. Conducted in Mandarin, this programme will be beneficial to supervisors who are not so fluent in the English Language or Bahasa Malaysia.

CONTENTS

- **The Secrets of Success – Increasing Emotional Intelligence**
- **Psychological Orientation towards Self-awareness**
- **Interpersonal Communicating Skills**
- **Motivating and Influencing Skills**
- **Team Building Skills**
- **Conflict Management Skills**
- **Coaching and Counselling Skills**
- **Presentation and Public Speaking Skills**
- **Post-training Application of Effective Motivational Skills**

OBJECTIVES

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

- acquire the strategic human relations skills instrumental to achieving organisational productivity and effectiveness;
- develop and acquire effective interpersonal skills as to promote interpersonal harmony, teamwork and organisational performance; and
- be able to assume greater job responsibilities and handle different types of employees problems more effectively and confidently.

WHO SHOULD ATTEND

Supervisors, Line-Leaders, Team Leaders and any personnel involved in the management and supervision of staff.

FACILITATOR

Dr Chin Tiam Pok holds a Ph.D in Training and Development, a M. Ed., a B.A Hons (Economics) and a Certificate in Personnel Management. Dr Chin has over 20 years of experience developing human potential in various public and private institutions and organisations. His interest in people and human development saw him leave his secured job as Assistant Director with the Ministry of Education to pursue his career as Group Training Manager for a large conglomerate and later as a HRM Specialist with the National University of Singapore. Currently, Dr Chin runs his own consultancy firm.

ADMINISTRATIVE DETAILS

Dates : **May 12-13, August 11-12, December 1-2, 2011**

Time : 9.00 am – 5.00 pm

Venue : FMM Institute
Wisma FMM, 2nd Floor
No. 3, Persiaran Dagang
PJU 9 Bandar Sri Damansara
52200 Kuala Lumpur

Fees : FMM Members – RM750 per participant
Non Members – RM950 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: 03-62756064/62776712 Website: www.fmm.edu.my

REGISTRATION FORM

SEVEN LEADERSHIP SKILLS OF HIGHLY EFFECTIVE SUPERVISORS (MANDARIN)

FMM Institute

Kuala Lumpur

The Manager

FMM Institute

Tel: 03-62867200

Fax: 03-62776712 / 62756064

Please tick (√) accordingly:

PSMB Scheme

SBL

Non-Contributor

Require vegetarian meal

Yes

No

May 12-13, 2011

August 11-12, 2011

December 1-2, 2011

Dear 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. _____	
<hr/>			
2	Name _____	Designation _____	E-mail _____
	Nationality _____	IC No. _____	
<hr/>			

(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: _____

FMM Membership No.: _____ My Corporate Identity No.: _____

Tel No.: _____ Fax No.: _____ Date: _____