



**FMM Institute**  
Centre for Professional Development



Claimable  
Under  
SBL-Khas SCHEME

CLAIMABLE

Online Training

## Kepimpinan dan Kemahiran Motivasi untuk Penyelia

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.

### OBJECTIVE

- Understand that they have the responsibility as a leader,
- 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 and concept of internal customers and team working for synergistic results,
- Develop a positive work attitude,
- Communicate effectively.



### Administrative Details

Date	: November 15 - 16, 2021 (Mon – Tue)
Time	: Day 1 (9:00 am – 5:00 pm) Day 2 (9:00 pm – 5:00 pm)
Platform	: ZOOM
Fees	: RM 1,007.00 (FMM Member) RM 1,113.00 (Non member) <i>The fee inclusive Service Tax at 6%</i>
Contact Persons & Email	: Pn. Astri ( <a href="mailto:astri@fmm.org.my">astri@fmm.org.my</a> ) En. Omar ( <a href="mailto:omar@fmm.org.my">omar@fmm.org.my</a> ) Ms. Jessica ( <a href="mailto:jessica@fmm.org.my">jessica@fmm.org.my</a> )
SBL-Khas code no.	: 1000176198
Closing Date	: November 3, 2021
Training Provider	: FMM Institute Johor MYCOID: 475427-W

### RANGKA KURSUS

#### Tanggungjawab di dalam Penyeliaan

- Definisi penyeliaan
- Tanggungjawab penyeliaan
- 5 Fungsi utama penyelia
- Tugas-tugas utama penyelia
- Bengkel 1 & 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 productiviti 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?"

#### Kindly note the following:

- Total **16 hours** training including time break.
- Kindly **download ZOOM apps** on your **own** laptop/desktop/ mobile phone before the training
- To log in with own laptop/ desktop - **15 min before** class & enable FMM to keep track the participants attendance records for PSMB audit purposes
- Stay **FOCUS** & away from distraction
- **Username and Password** would be provided upon confirmation of the training



# Kepimpinan dan Kemahiran Motivasi untuk Penyelia

Online Training

## TARGET AUDIENCE

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

**FACILITATOR- Irene Choong (Ic no. 601101-06-5270)** is a holder of Bachelor of Arts (Hons.) degree from the University Malaya and accumulated wide experience in management, education, corporate communications, sales and marketing. Irene was a Manager with an Education Consultancy firm responsible for developing marketing and advertising programme of America, Australia the United Kingdom and Switzerland. Enthusiastic and lively, Irene believes that every human being possesses his/her own unique abilities and has the potential to succeed. Irene has facilitated workshops for 16 years for corporate organizations that include leadership, coaching, customer service, assertive communication, teambuilding, personnel discovery & empowerment, confidence and public speaking skills. She also facilitates workshops & talks for Toastmasters, MIM, Corporate Managers Conferences Secretaries.

## Course Details

Date : **November 15 - 16, 2021 (Mon- Tue)**  
Time : **9.00am - 5.00pm**  
Venue : **Remote Online Training**  
Platform: **Zoom**  
SBL-Khas code no.: **1000176198**

### Fees

FMM Member : **RM 1,007.00 (FMM Member)**  
**RM 1,113.00 (Others)**

The fee inclusive Service Tax at 6% (SST Number : W10-1901-32000105)  
(Fees include Certificate of Attendance)

Medium of Instruction : Bahasa

Closing Date : **November 3, 2021**

## Administrative Details

### 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.

### Payment

- Cheques made in favour of "FMM Institute" should be forwarded a week before the commencement of each programme.
- For SBL-Khas Scheme, an Attendance of 100% is a must, in any case, employers will be billed in full.

### 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

For further enquiries, please contact

**FMM Institute Johor Branch**

**Pn. Astri / En. Omar / Ms. Jessica**

**Tel: 07-357 7613 / Fax: 07-357 7618**

**Email : astri@fmm.org.my / omar@fmm.org.my / jessica@fmm.org.my**

## REGISTRATION FORM

Dear Sir,  
Please register the following participant(s) for the above programme

1 \*Name : \_\_\_\_\_  
\*IC No. : \_\_\_\_\_  
\*Designation : \_\_\_\_\_  
\*Email : \_\_\_\_\_

2 \*Name : \_\_\_\_\_  
\*IC No. : \_\_\_\_\_  
\*Designation : \_\_\_\_\_  
\*Email : \_\_\_\_\_

*\* Required information*

Submitted by:

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Company : \_\_\_\_\_

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

Tel & Fax No. : (T) \_\_\_\_\_ (F) \_\_\_\_\_

Email : \_\_\_\_\_

Please tick (✓) accordingly:

We will be **claim under SBL-Khas Scheme** and full payment would be 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 No. \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute" should be forwarded to the Secretariat **before November 15, 2021.**