



MEMBINA PASUKAN KERJA YANG DINAMIK DAN PROSES PENYELESAIAN MASALAH

📅 **September 26 & 27, 2022 (Monday & Tuesday)**
🕒 **8.45 am – 5.00 pm** 🖥️ **Remote Online Learning via Zoom**



When team members' want to get better at dealing with day-to-day issues, employees can achieve much more when they solve problems and make decisions together. By developing problem-solving skills, employees can improve their ability to get to the bottom of complex situations. And by refining their decision-making skills, you can help them work together maturely, use different thinking styles, and commit collectively to decisions. Through the coursework, you will learn about and practice team building, team management and the individual's role within the team.

COURSE CONTENTS

FAEDAH DAN CABARAN DALAM PENYELESAIAN MASALAH SECARA BERPASUKAN

- Kelebihan dan kekurangan kepelbagaian dalam keberkesanan pasukan
- Punca-punca penentangan terhadap kerja pasukan
- Faedah bekerja sebagai pasukan

TANGGUNGJAWAB KEPIMPINAN, FASILITASI DAN PENYERTAAN

- Peranan dan tanggungjawab ketua pasukan
- Peranan dan tanggungjawab fasilitator pasukan
- Peranan dan tanggungjawab ahli pasukan

TAHAP DAN PROSES PEMBANGUNAN PASUKAN

- Ciri-ciri kumpulan di peringkat pembentukan & percanggahan

- Ciri-ciri kumpulan di peringkat kenormalan & kestabilan

LANGKAH-LANGKAH DALAM PROSES PENYELESAIAN MASALAH PROGRESIF

- Penyelesaian masalah secara rasional dan behavioral
- Proses mendefinasi masalah, mengumpul data, mencari & memilih penyelesaian, melaksanakan pelan, dan menilai tindakan

KAEDAH MEMBUAT KEPUTUSAN KONSENSUS

- Proses teknik nominal dalam keputusan konsensus
- Proses teknik pengundian dalam keputusan konsensus

MERANCANG MESYUARAT PASUKAN

- Menyediakan agenda berasaskan objektif/hasil yang diharapkan

- Mengenalpasti peserta berdasarkan pengalaman yang diperlukan, pengetahuan, autoriti dan minat
- Pemilihan tempat & susun atur di tempat mesyuarat

KEPIMPINAN DALAM MESYUARAT

- Menyediakan agenda, dokumentasi dan objektif mesyuarat
- Memimpin perbincangan
- Kemahiran penggunaan peralatan /teknologi presentasi

FASILITASI UNTUK KOMUNIKASI BERKESAN

- Menyediakan peraturan
- Mengenalpasti perlakuan dan sikap yang menghalang keberkesanan pasukan
- Teknik-teknik intervensi
- Peranan pengerusi mesyuarat
- Peranan sebagai penulis minit

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.

OBJECTIVES

- Benefits and challenges of working in team
- Leadership and roles of team members
- Team development level and process
- Progressive steps in problem solving
- Making consensus approach
- Team meeting & leadership
- Communication as backbone

TRAINING METHODOLOGY

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

COURSE DETAILS

Date **September 26 & 27, 2022 (Monday & Tuesday)**
Time **8.45am - 5.00pm**
Platform **Remote Online Learning via Zoom**
Medium of Instruction **Bahasa Malaysia**
CPD: **14 hours**
Fees: **Members RM689.00/pax** **Non-Members RM848.00/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 Webinar session*
- ❖ *Good Internet / Wi-Fi connectivity*
- ❖ *Username and Password will be provided upon confirmation of Webinar session*

ADMINISTRATIVE DETAILS

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak**
- MyCoID : **475427W_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

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:
SEPTEMBER 19,
2022

~ Registration Form ~

MEMBINA PASUKAN KERJA YANG DINAMIK DAN PROSES PENYELESAIAN MASALAH

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.

1.	Name	Designation
	NRIC	HP No
2.	Name	Designation
	NRIC	HP No
3.	Name	Designation
	NRIC	HP No

(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	