**INTRODUCTION**

The focus in management today is on people. A conducive working environment and positive work attitude could slowly transform a mediocre staff into a top performer. Thus, this programme enforces the importance of a strong working relationship between colleagues, subordinates and superiors to enable the company to achieve its objectives and long term goals.

**ISI KANDUNGAN**

**Faedah-Faedah Peningkatan Productiviti dan Kualiti kepada Organisasi dan Pekerja**
- Pekerja bermotivasi tinggi
- Sikap positif: Strategi ke arah bermotivasi
- Peka pada usaha mempertingkatkan maruah diri

**Apa Itu MOTIVASI?**
- Faktor - faktor positif dan negatif motivasi
- Perkerja bercorak minda positif
- Membuka perspektif minda - Menerajui diri ke arah kecemerlangan

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**MOTIVASI UNTUK MENINGKATKAN PRODUKTIVITI PEKERJA**

6 February 2014, Thursday,
9.00 am – 5.00 pm

Training Venue:
FMM Institute, Bandar Seberang Jaya, Penang

**SBL SCHEME**
100% CLAIMABLE FROM PSMB
Aktiviti Individu
- Inventori diri
- Analisa diri
- Komitmen saya
- Sebab-sebab ada aduan
- Petua menjadi pasukan

Cara – Cara Meningkatan Produktiviti dan Kualiti Pekerja
- Cara – cara menghapuskan pembaziran
- Sikap orang yang berjaya
- Sikap orang yang gagal
- Motivasi kerja dan sikap
- Cara mengurus ketua ‘boss’ dengan baik
- Cara meningkatkan hubungan baik
- Cara mendapat kepercayaan orang lain

Rumusan
- Konsep perkerjaan
- Kategori pekerja
- Plan tindakan

OBJEKTIF

- Mengemukakan faedah faedah peningkatan productivity dan kualiti di dalam organisasi kepada pekerja
- Menolong pekerja bermotivasi tinggi supaya dapat membuat kerja yang lebih berqualiti.
- Menolong mengubah sikap pekerja supaya menjadi lebih positif
- Menolong pekerja berkerja sebagai sepasukan and meningkatkan qualiti kerjanya.

THE FACILITATOR

Anthony Gerard who completed his Masters Degree in Business Administration from the University of Wales, possesses a Certified Diploma in Accounting and Finance (ACCA, UK), Diploma in Management and Advanced Diploma in Business administration (both from Association of Business Executives, UK), Diploma in Marketing (CIM, UK) and a Certificate in Personnel Management (MIHRM, M'SIA). He obtained his working experience in various fields while working as an auditor with Price Waterhouse and a Management Consultant with You Hing group for about 10 years.

Mr. Anthony has conducted many professional courses in areas such as Finance / Accounting, Management, Marketing, Human Resource and English Language at various private colleges and organisations for the past 25 years. His training experience includes areas such as Management, Communication, Customer Services, CRM, Marketing, Sales, Finance, People Empowerment Skills, Personal development, Supervisory, Human Resource, Administrative and Secretarial skills. In additional, he is an Associate of the American Institute of Management, a Member of the Chartered Institute of Marketing (UK) and Malaysian Institute of Human Resource Management and a Fellow of the Association of Business executives (UK).

PROGRAM INI DI TUJUKAN KEPAKA

Pegawai administrative, Penyelia di kilang dan pejabat-pejabat lain dan pekerja yang berminat meningkatan qualiti kerjanya
ADMINISTRATIVE DETAILS

COURSE FEE  **RM400.00 (FMM Member) / RM440.00 (Non-Member)** per participant
(The fee includes luncheon, coffee/tea breaks and notes)

DRESS CODE  Office Attire

REGISTRATION  Participation in the programme is based on a first-come-first-served basis. Cheques made in favour of the “**FMM Institute**” should be forwarded on or before programme date to the FMM Institute, Penang Branch, Bandar Seberang Jaya. **Participants who registered but did not attend, will be billed accordingly. Upon confirmation, kindly send us the payment before the commencement of the programme.**

CANCELLATION  There will be no refund for cancellation within 2 days prior to the programme, 50% for cancellation between 3 – 6 days and full refund for cancellation 7 days prior to the programme. Please inform in writing if you intend to cancel. **A replacement can be accepted at no additional cost.**

DISCLAIMER  The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the programme should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes. Upon sending the registration form, you are deemed to have read and accepted the terms and conditions.

ENQUIRIES  Ms Nazliza/ Ms Rashida
FMM Institute
No 2767, Mk 11, Lebuh Tenggiri 2, Bandar Seberang Jaya,
13700 Seberang Perai
Tel: 04-630 2052/ 04-6403050 (Rashida)
Fax: 04-630 2054/ 04-3994863
Email:  nazliza@fmm.org.my
           rashida@fmm.org.my
To : Ms Nazliza / Rashida  
( Fax : 04-6302054/ nazliza@fmm.org.my/ rashida@fmm.org.my )

FMM Institute (Penang Branch)

1. Name : ________________________________________
   Designation : _______________________________________
   Email:____________________________________________

2. Name : ________________________________________
   Designation : _______________________________________
   Email:____________________________________________

3. Name : ________________________________________
   Designation : _______________________________________
   Email:____________________________________________

4. Name : ________________________________________
   Designation : _______________________________________
   Email:____________________________________________

Enclosed cheque / bank draft no. ________________________ for RM________________________
being payment for participant(s) made in favour of “FMM Institute”

*Submitted By:

Name:___________________________________________
Designation:____________________________________
Company:________________________________________
Address:_________________________________________
Tel :____________________________________________
Fax:____________________________________________
Email:___________________________________________