Motivasi, Hubungan Kemanusiaan, Pengurusan Masa dan Menangani Pekerja Bermasalah
January 24 - 25, 2018 | 9.00am - 5.00pm | Shah Alam Convention Centre

FACILITATOR
Irene Choong holds a Master in Training and Human Resource Development (MTHR) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She has accumulated wide experience in the fields of management, human resource education, corporate communications, marketing and service having served in management capacities in various industries. She is a Certified Professional Trainer from the Malaysian Institute of Management (MIM-CPT) as well as a Certified Practitioner of Neuro-Linguistic Programming (NLP). She was with United Engineers Malaysia (UEM) and was also a Senior Management Executive with Projek Lebuhraya Utara-Selatan (PLUS). There, she was responsible in developing, organising and co-ordinating all public relation programmes, publications and corporate events. She also had the opportunity of working with a master trainer of NLP where she gained enormous training experience in human resource development. Irene has served as Manager for a leading direct selling company and was responsible for human resource and the smooth functioning of the service centre. She also managed an Educational Consultancy firm and was responsible for staff development, developing marketing and advertising programmes, liaison with overseas principals and institutions for higher learning in the United States of America, Australia, United Kingdom and Switzerland. For 15 years, Irene has facilitated many workshops for corporate organisations that include leadership, coaching & counselling, customer service, assertive communication, teambuilding, personal discovery & empowerment, emotional intelligence, confidence and public speaking skills. She also facilitates workshops & talks for Toastmasters, Malaysian Institute of Management (MIM), Corporate Managers Conference, Secretaries Conferences and the Malaysian Association of Facilitators (MAF). She is proficient in both English and Bahasa Malaysia. An enthusiastic and lively speaker, Irene is an active member of the Sunway Toastmasters Club and has held various key positions in the Club. She has won numerous in-house speech contests, having represented the Club in the 1994 and 1998 Division C Annual Speech Contest. She has been awarded the title of Competent Toastmaster (CTM) and Competent Leader (CL), award given in recognition of competence & leadership in the Toastmasters movement.

OBJECTIVES
- Show the importance of positive work attitude and identify the importance of human relations skills
- Identify the nature of motivation skills and the relationship between job satisfaction and effective human relations
- Understand the concept of quality time management
- Acquire excellent work ethics through quality time management
- Understand the issues related to difficult people
- Deal with difficult people at the workplace

WHO SHOULD ATTEND
Supervisors, Team Leaders and others whose duties include supervision of a group of subordinates.

CONTENTS
- Motivasi Kerja: Implikasi dan Perlaksanaannya
  - Konsep motivasi dalam pekerjaan
  - Bagaimana membina motivasi diri
  - Motivasi pekerja: Peranan Siapa
  - Kuasa ganjaran vs kuasa hukuman
  - Memperlakuan daya (tenaga) motivasi di tempat kerja
- Hubungan Kemanusiaan: Suatu Kaedah Mendekati Pekerja
  - Apa itu hubungan kemanusiaan?
  - Memahami hubungan kemanusiaan
  - Apa yang mempengaruhi hubungan kemanusiaan?
  - Meningkatkan hubungan kemanusiaan yang berkesan
- Pengurusan Masa dan Tugas
  - Konsep masa dan kaitannya dengan kerja
  - Penetapan keutamaan kerja—prinsip 80/20
  - Memahami konsep "cekap" dan "berkesan"
  - Menentukan objektif dan keutamaan
  - Konsep "penting" dan "mendesak"
- Menangani Pekerja Bermasalah
  - Perbezaan di antara antara mengubah dan memahami seorang
  - Apa yang mempengaruhi sikap negatif
  - Mengelak dari kesilapan dan mengendalikan pekerja yang bermasalah
  - Cara-cara berkomunikasi untuk mengubah konflik kepada kerjasama
  - Memahami dan mengenalpasti nilai-nilai yang mempengaruhi sikap negatif

ADMINISTRATIVE DETAILS
Dates: January 24 - 25, 2018
Time: 9.00 am – 5.00 pm
Venue: Shah Alam Convention Centre
No. 4 Jalan Perbadanan 14/9
40000 Shah Alam, Selangor Darul Ehsan
Fees:
  - FMM Members – RM 1,272 per participant
    (Inclusive of 6% GST)
  - Non Members – RM 1,590 per participant
    (Inclusive of 6% GST)
  * Enjoy 10% for registration of two (2) and 20% discount for registration of three (3) or more participants from the same organisation and of the same billing source.

For further enquiries, please contact:
Siti Nazihah / Azrini
FMM Institute
Tel: 03-62867200 Fax: 03-62776712
Email: training@fmm.org.my
Visit us at: www.fmm.edu.my

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 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 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.

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. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.
Dear Madam,

Please register the following participant(s) for the above programme:

(To be completed in BLOCK LETTERS)

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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:______________________________________________________ FMM Membership No.:____________

Address:_______________________________________________________

____________________________________________________________________________

Tel No.: ___________________ Fax No.: ___________________ Date: ____________

My Corporate Identity No.:_________________________________ GST Registration No.:_________________