



Date March 29-30,2021 (Mon-Tue)  
 Time 9:00am-12:30pm  
 Duration 7 hours  
 Location Remote On-Line Learning  
 Platform TalentLMS and Zoom  
 Fees FMM Member : RM455.80/pax  
 (Inclusive of 6% service tax)  
 Non-member : RM498.20/pax  
 (Inclusive of 6% service tax)  
 Contact Person Beatrice Olivia, Cecilia Pang,  
 Farrez Teh  
 Tel 082-332784  
 Email beatrice@fmm.org.my

**Remote Online Learning Limited to 25 participants**

# Effective Coaching & Feedback Skills

**Date: March 29-30, 2021 Time: 9:00am – 12:30 pm**

**FACILITATOR**

Dr. Jasjit Kaur obtained her PhD in the Technology Management field with Innovation as the area of specialization at USM. She also possess a Master of Business Administration (MBA) and a Bachelor of Business Administration (BBA) Hons., both from UUM and Certificate in Personal Management from MIPM. She has more than 16 years of experience; both in the manufacturing and service industry. Dr Jasjit has been a corporate trainer for the past 14 years. She has conducted extensive Public and In-house training ranging from human resources, counselling, motivation & team building, supervisory skills, office management and leadership skills, warehouse management, logistics management, inventories to business communication. In her capacity as a Training Specialist, she has conducted training for all levels of staff. In the past, she has conducted Training Courses for PLUS, Mattel (M), LKT Ind, PGEO Group, Genting Sanyen, Nemic Lambda, Kayaba, AIMST, Shangri-la Hotel and others. She has also conducted trainings in Singapore, Penang, Kuala Lumpur and Johor. In addition, she is a certified Trainer for Development Dimension International’s Recruitment Program, a certified ISO 9002 Internal Auditor and a certified Verifier by the National Vocational Training Council.



<b>Overview</b>	In order for any organization to remain sustainable and competitive, communication plays a crucial role. It is essential for Heads of Department / Sections and Managers to know how to communicate with their subordinates effectively. In this programme, the emphasis is on developing people management abilities. Leaders are thought how to coach and provide effective feedback. The participants learn how to use the 8 steps feedback process. They also learn how to utilize the proper coaching model, build on their questioning, listening and facilitation abilities.
<b>Objective</b>	<ul style="list-style-type: none"> <li>To give effective feedback</li> <li>To use the 8 steps feedback process</li> <li>To conduct effective coaching sessions</li> <li>To build coaching abilities</li> </ul>
<b>Methodology</b>	<ul style="list-style-type: none"> <li>The slide presentation will be made by the facilitator supported by video streaming. Time will also be set aside for Q&amp;A Time will also be set aside for Q&amp;A Online</li> <li>Interactive learning using Zoom platform</li> <li>Pre- course and post- course assignments</li> </ul>
<b>Course Contents</b>	<p><b>UNIT 1: Giving Feedback</b></p> <ul style="list-style-type: none"> <li>CPS – formula for effective feedback</li> <li>5 criteria for effective feedback</li> <li>Using SBI</li> <li>Stating the situation</li> <li>Clarifying employee behaviours</li> <li>Explaining the impact</li> <li>Feedback – 2 way street</li> </ul> <p><b>UNIT 2: Effective Feedback Process</b></p> <ul style="list-style-type: none"> <li>Using the 8 step process</li> <li>Learning each step and the importance</li> </ul> <p><b>UNIT 3: Building Coaching Skills</b></p> <ul style="list-style-type: none"> <li>Coaching skills</li> <li>Active listening</li> <li>Questioning</li> <li>Building rapport</li> <li>Body language</li> </ul> <p><b>UNIT 4: Clarifying Critical Facilitation Skills</b></p> <ul style="list-style-type: none"> <li>Learning the A.I.R.A.B</li> <li>Building on my “A”</li> <li>Building on my “I”</li> <li>Building on my “R”</li> <li>Building on my “A”</li> <li>Building on my “B”</li> </ul>

**REGISTRATION FORM**  
**Effective Coaching & Feedback Skills**  
*March 29-30, 2021 (Mon-Tue)*  
**[Remote Online Learning]**

**The Manager**  
**FMM Institute**

Tel: 082-332784 Fax: 082-332785  
 Email: fmmsarawak@fmm.org.my

Dear Madam,

Please register the following participant(s) for the above programme:  
 (To be completed in **BLOCK LETTERS**)

Please tick (✓) accordingly:

PSMB Scheme:  SBL  Non Contributor

Fees:  FMM member RM455.80 / pax  
*(Inclusive of 6% Service Tax)*

Non Member RM498.20 / pax  
*(Inclusive of 6% Service Tax)*

<b>1. Name</b>	<b>Designation</b>	<b>E-mail</b>
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<b>Nationality</b>	<b>IC No.</b>
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<b>2. Name</b>	<b>Designation</b>	<b>E-mail</b>
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<b>Nationality</b>	<b>IC No.</b>
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(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".

**Technical Information**

- After the program is confirmed, participants will be **receiving the email containing the joining link of the on-line learning programme.**
- Participant may join the presentation session **15 minutes before the starting time.**
- FMM Institute will **record the on-line learning** for future reference.
- **Please ensure each participant has access to a laptop or computer with working webcam and microphone or handphone with camera as well as a strong internet connection.**

Submitted by:

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

Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

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

My Corporate Identity No.: \_\_\_\_\_ Date: \_\_\_\_\_

*Completed registration form with cheque made in favour of FMM Institute should be forwarded to FMM Institute before **March 22, 2021**. Those who register but do not turn up for the programme will be billed accordingly. There will be no refund for cancellation within 2 days prior to the programme, 50% refund for cancellation between 3 - 6 days and full refund for cancellation 7 days prior to the programme. However, replacement will be accepted at no additional cost. FMM Institute reserves the right to cancel or reschedule the programme and all efforts will be taken to inform participants of any changes.*