In view of the emphasis by companies to train their supervisors and line leaders, FMM Institute has specially designed and developed the programme on “Kepimpinan dan Kemahiran Motivasi Untuk Ketua Operator” which had been successfully conducted throughout 1995. To further develop these individuals, they need to know more about effective communication to create “win-win situations”. Therefore this programme on “Bimbingan dan Kawalan Prestasi Untuk Ketua Operator” will address issues on supervision, coaching and communication. It will also introduce the concept of Daily Performance System to monitor the development level of subordinates.

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- Setiap pekerja adalah “pelanggan”
- Mengenalpasti “pelanggan” dalam dan luaran
- Pentingnya kepuasan “pelanggan”
- Bengkel: Mengenalpasti masalah “pelanggan” di tempat kerja

Menyelid Pekerja Bermasalah
- Perbezaan antara mengubah seseorang dan mempengaruhi seseorang
- Apa yang mempengaruhi sikap buruk
- Mengelak dari dua kesilapan dalam mengendalikan pekerja yang bermasalah
- Cara-cara berkomunikasi untuk mengubah konflik kepada kerjasama
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- Enam langkah untuk membimbing
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- Inisiatif dan inovatif
- Memahami kerjasama pasukan
- Kesetiaan, sumbangan dan komitmen
- Bengkel: Aktiviti membina pasukan
Ms Amy Wan-Ratos has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. Her corporate experience in Japanese and American firms instilled a fierce determination and paradigm that we are all born to win! Having been through transformational stages in these firms, Amy was totally involved in motivating the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneering training team that was awarded recognition from the HQ. In Xerox, she managed the customer satisfaction program which was awarded the Malcolm Baldridge Award. Amy has facilitated many workshops in Malaysia, Philippines, Taiwan, Indonesia, Canada and the USA that include leadership, adventure learning, assertive communication, personal realisation and awareness, performance appraisal, customer satisfaction, counselling, EQ, trust and confidence and public speaking skills. Amy is certified and licensed by 6 Seconds (USA) to conduct their EQ workshops. She is also a Master Trainer of the Integrative Learning System in Asia, responsible for continuous research and certification of facilitators. An articulate and fluent speaker, Amy has been the winner of national and international speech contests.

For further enquiries, please contact
Pn Hafifah / Ms Josephine
FMM Institute
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Fax: 03-62776712
Visit us at www.fmm.edu.my

**OBJECTIVES**
At the end of this programme, participants will be able to:
♦ develop effective techniques of guiding subordinates at work
♦ acquire knowledge on supervising problematic subordinates
♦ enhance ways of communication to transform conflict into co-operation
♦ apply techniques of monitoring subordinates performance through Daily Performance System

**WHO SHOULD ATTEND**
This programme is designed specially as a follow up for past participants of the programme on “Kepimpinan dan Kemahiran Motivasi Untuk Ketua Operator”, all Supervisors and also Senior Leaders.

**FACILITATOR**
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**ADMINISTRATIVE DETAILS**
Dates: July 18 – 19, 2012
Time: 9.00 am – 5.00 pm
Venue: Hotel Singgahsana
Persiaran Barat, Off Jalan Sultan
46760 Petaling Jaya
Selangor Darul Ehsan
Fees: FMM Members – RM900 per participant
Non Members – RM1,200 per participant
(Fees include course materials, Certificate of Attendance, lunch and refreshments)

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 10 or more working days before the start of the programme. Cancellation received 6 – 9 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 5 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.

10% discount is applicable for registration of three (3) or more participants from the same organisation and of the same billing source.

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.

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Dear Sir/Madam,

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

1. Name  
   Designation  
   E-mail  
   Nationality  
   IC No.

2. Name  
   Designation  
   E-mail  
   Nationality  
   IC No.

3. Name  
   Designation  
   E-mail  
   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: __________________________________________

Address: ___________________________________________

_____________________________________________________________________________________

Tel No.: ______________________ Fax No.: ______________________ Date: _________________________

FMM Membership No.: ___________ My Corporate Identity No.: _________________________