



TAKE CHARGE OF YOUR EMPLOYEES: COMMUNICATION, COACHING, COUNSELLING AND PROBLEM SOLVING *(conducted in Mandarin)*

1 AUGUST 22 & 23, 2022 (MONDAY & TUESDAY)

8.45AM – 5.00PM  **FMM INSTITUTE, PERAK**

Be more productive at work with upgrading communication, coaching, counselling and problem- solving skills.



COURSE CONTENTS

MODULE 1: COMMUNICATION

- Communication in human relations
 - *Overview the important of communication in human relations*
- 4G mindset
 - *Explain Global, Good, Grit, Gratitude mindset*
- Communication barrier
 - *Overcome communication barrier for better people management*
- Listening skills
 - *Explain good listening skill is listening without pre-judgement*
- Team communication
 - *Explain the important of team communication in at work place*

MODULE 2: COACHING AND COUNSELLING

- Abraham Maslow's hierarchy of needs
 - *Explain 8 levels of human needs by using Maslow's model*
- Confucius' moral theory and EQ
 - *Apply Confucius' moral theory and EQ at work place*
- Daniel Goleman's EQ theory
 - *Make comparison of eastern and western EQ concept*
- REBT (Rational Emotive Behavior Therapy) – ABC model
 - *Explain the positive thinking way can change the outcome of a situation*
- Employee talent development and training
 - *Explain training methods for employees*
- Motivation to enhance learning
 - *Explain learning can be enhanced by right motivation*

MODULE 3: PROBLEM SOLVING

- What is problem solving?
 - *Identify problem and its solving method*
- Stages of problem solving
 - *Explain 4 stages of problem solving*
- Type of problem-solving tools
 - *Explain the Cause-and-Effect diagram, Pareto, SWOT, Porter 5 Forces, Mckinsey7S use in problem solving*

MODULE 4: BUSINESS GURUS' CONCEPT

- Dale Carnegie – How to Stop Worrying and Start Living
 - *Explain the important to get balance of personal and work life*
- Dale Carnegie – How to Win Friends and Influence People
 - *Explain good communication win human relations*

OBJECTIVES

Develop skills in communication, coaching, counselling and problem-solving with 4G mindset and high EQ in order to improve people management at work place.

LEARNING OUTCOMES

Upon completion of this training, participants will be able to :

- ❖ Understand the important of communication, coaching, counselling and problem solving at work place;
- ❖ Obtain high EQ in human relations;
- ❖ Learn the important of humanistic psychology in people management;
- ❖ Study world top business gurus' concept and their application and use in your industry.

TRAINER

MS AMANDA SOONG SHI

KWEEN who holds a Bachelor's degree in Commerce from La Trobe University, Australia has been involved in the field of Purchasing, Production planning and control, customer service, marketing, warehouse management, training and consulting for 20 years. She has deep experience in initiating and implementing supply chain process, vendor cost control improvement system, and efficient production planning and control in one of the world's leader in electronics manufacturing.

MS AMANDA'S interests are in helping organizations and individuals succeed through transforming and transcending their performance. Her extensive experience in change and project management has seen her in roles that have led to dramatic improvement in company performance across the supply chain sector. Her strengths lie in her ability to work collaboratively with clients to understand and meet their needs. She is also a certified trainer registered with PSMB.

WHO SHOULD ATTEND

Those involved in the businesses of people across all functional areas including general affair, human resource, production, sales, marketing, customer service, purchasing, engineering and others.

TRAINING METHODOLOGY

Lectures with individual and group exercises, feedback sessions, class discussions and related role playing and games.

COURSE DETAILS

Date **August 22 & 23, 2022 (Monday & Tuesday)**
Time **8.45am - 5.00pm**
Venue **FMM Institute Perak,
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak**
Medium of Instruction **Mandarin**
CPD: **14 hours**
Fees : **Members RM689.00/pax**
Non-Members RM848.00/pax
*(Fees inclusive of Service Tax at 6%, Course Materials, Refreshment,
Lunch and Certificate of Attendance)*

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:
AUGUST 15, 2022**

~ Registration Form ~

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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.

	Name	Designation	NRIC
1.			
2.			
3.			

(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	