

The management of staff absenteeism is perhaps one of the more complex and sensitive issue that a supervisor has to regularly confront. This workshop focuses on managing and controlling costly turnover and absenteeism which, if excessive, can significantly impact business profitability and quality of products or services. Topics include computing absence and turnover rates, determining their costs, determining and analyzing their causes and instituting positive measures to increase employee retention and attendance. Methods discussed cover a spectrum of sound personnel practices. Upon completion of this workshop, you will have a strong understanding of the causes of turnover and absenteeism, knowledge in how to analyze the extent of it, and a strategy to address and reduce it.

CONTENTS

DAY 1

Module 1:
Here Today.....
Problem Tomorrow!

Module 2:
Retention Ship: A New
Strategy Based On
Action

Module 3:
Become A Better Leader
By Showing Me You
Care

Module 4:
Flexible Benefits Build A
More Loyal And
Productive Workforce

Module 5:
Keep the Doorways And
Pathways Of
Communication Open

DAY 2

Module 6:
Create A Charged Work
Environment That
Energizes And
Engages That
Workforce

Module 7:
Implementing The High-
Retention Workplace

Module 8:
Managing Absenteeism
And Leave Issues

Module 9:
Think C.O.A.C.H. For
Better Coaching

Objectives

At the end of this programme, participants will be able to:

- Get practical suggestions, specifically tailored to you to help you manage people better;
- Communicate more effectively, delegate more work and solve problems and set goals;
- Improve your leadership ability and understand your own leadership style;
- Know three ways to get ideas from your employees that save you money and reduce absenteeism;
- Slash employee turnover costs making your place of business an employee of choice;
- Know a 5-step process to create a work environment that attracts, keeps and motivates your workforce;
- Get dozens of ideas to get people to work harder and stay with you longer.
- Know four easy ways to reduce absenteeism;
- Manage employees who don't perform up to expectations; and
- Work through employee conflict using a seven-step process.

Trainer

Mr. S Murugayah, a mechanical engineer has over 26 years of varied experience in the corporate world and over 15 years in the training field. Having obtained his MBA with a Distinction from the University of East London, UK, he is an experienced and dynamic leadership & motivational trainer, consultant and speaker covering a wide spectrum of topics. However, recently he is focused on Leadership, Empowerment & Motivation only. Having trained more than 80,000 participants nation-wide, he had the opportunity to do research and analysis affecting all levels of management. He has designed a dynamic set of training programs based on his extensive research and called it, "Peak Performance Mastery". Having mastered organizational culture and its set back, he has designed these programs to overcome the traditional obstacles by introducing new concepts suitable to the Knowledge-Age or better known as the

Mental-Age. He has also authored a book on this subject matter. S Muru knows the demand of

workforce in today's competitive world. He is delighted to see, through the instruments of training, his continuing participation and contribution to PEOPLE DEVELOPMENT. His rich experience and knowledge in the area of manufacturing has enabled him to achieve technical and patent awards while working in the industries. Being a certified trainer from the MIM, his presentations are more practical and easily applicable in the workplace environment. He has always been highly rated as 'Excellent' by the participants from the various organizations.

Who Should Attend

Managers, Executives, Supervisors, Line Leaders.

Administrative Details

Date : May 9 - 10, 2012 (Wed - Thu)

Time : 8.30 am – 4.30 pm

Venue: FMM Institute
Level 5 (South), Wisma STA,
No. 26, Jalan Datuk Abang Abdul
Rahim, 93450 Kuching, Sarawak

Fees : FMM members RM780 per participant
Others RM980 per participant
(Fees include course materials, lunch and refreshments)

Completed registration form with cheque made in favour of **FMM Institute** should be forwarded to FMM Institute before **May 2, 2012**.

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.

For further enquiries, please contact:
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Training Grant of 100% from PSMB can be applied through SBL Scheme PRIOR to commencement of the programme.