



For the attention of: Training/Human Resource Managers

TRAINING PROGRAMMES
April 2020



FMM Institute is pleased to forward you a list of our training programmes scheduled for **April 2020** as below:

Below are the programmes to be held at **Concorde Hotel Shah Alam** unless otherwise stated:

PROGRAMMES	PSMB Scheme	Dates
<u>Industry 4.0, Technical and Maintenance</u>		
▪ Energy Audit	SBL	Apr 15 – 16
▪ Solar Photovoltaic System and Application	SBL	Apr 20 – 21
<u>Senior Management</u>		
▪ Strategic Planning for Senior Management	SBL	Apr 13 – 14
<u>Management</u>		
▪ Applying Sun Tzu's of War for Professional Success (NEW)	SBL	Apr 6 – 7
▪ Executive Development Programme: Formula to Reach Your Potential	SBL	Apr 6 – 7
▪ Optimising Team Dynamic and Performance	SBL	Apr 13
▪ Kepimpinan dan Kemahiran Motivasi	SBL	Apr 13 – 14
▪ Supervisory Development: Develop Effective Coaching Skills to Deliver Optimum Performance (BM)	SBL	Apr 15 – 16
▪ Effective Supervisory Management Skills	SBL	Apr 27 – 28
<u>Personal Development</u>		
▪ Sharpen your Negotiation and Influencing Skills for Business Success	SBL	Apr 20 – 21
<u>Customer Service, Sales & Marketing</u>		
▪ Frontline Customer Service and Telephone Techniques	SBL	Apr 6 – 7
<u>Financial Management</u>		
▪ Collecting Difficult Accounts: Action Plan for Success	SBL	Apr 1
▪ Sales Tax, Exemption Facilities, Implementation Issues and Health Check for Audit Preparation (NEW)	SBL	Apr 6 – 7
▪ Finance for Non-Financial Managers and Executives	SBL	Apr 27 – 28

PROGRAMMES	PSMB Scheme	Dates
<u>Production, Operation, Logistics and Export Management</u>		
▪ Letters of Credit (LC) Operations and Trade Financing	SBL	Apr 8 – 9
▪ Pengiraan dan Penilaian Stok	SBL	Apr 8 – 9
▪ Fundamental Supply Chain Management Workshop to Enhance Business Effectiveness	SBL	Apr 20 – 21
<u>Quality Systems & Productivity Improvement</u>		
▪ ISO 45001:2018 Occupational Health and Safety Requirements and Internal Auditing Training	SBL	Apr 8 – 9
▪ The 7 New QC Management Tools	SBL	Apr 20 – 21
<u>Industrial Safety</u>		
▪ Warehouse Safety and Manual Material Handling	SBL	Apr 8 – 9
▪ Fire Protection Systems Inspection and Audit (NEW)	SBL	Apr 13 – 14
<u>Communication</u>		
▪ Effective Communication Skills at Workplace	SBL	Apr 15 – 16
▪ Effective Business English and Report Writing (NEW)	SBL	Apr 20 – 21
▪ Improving Interdepartmental Communication	SBL	Apr 22 – 23

For further information, please contact Pn Siti Nazihah, Cik Syazwani or Cik Azrini at tel: 03-62867200 or e-mail us at siti_nazihah@fmm.org.my , syazwani@fmm.org.my or azrini@fmm.org.my

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