



December 1, 2020

For the attention of: Training/Human Resource Managers

TRAINING PROGRAMMES
January 2021



FMM Institute is pleased to forward you a list of our training programmes scheduled for **January 2021** as below:

Below are the programmes to be held at **FMM Selangor & Kuala Lumpur Branch** (No.8A, Jalan Pensyarah U1/28, Hicom Glenmarie Industrial Park 40150 Shah Alam, Selangor) unless otherwise stated:

PROGRAMMES	PSMB Scheme	Dates
<u>Industry 4.0, Technical and Maintenance</u>		
▪ Basic Electricity for Non-Electrical Personnel	SBL	Jan 20 – 21 (Wed-Thu)
<u>Management</u>		
▪ Leadership Skills for Managers: A Mentoring Culture	SBL	Jan 13 - 14 (Wed-Thu)
▪ Leading Conflict Resolution and Collaboration at the Workplace	SBL	Jan 18 – 19 (Mon-Tue)
<u>Personal Development</u>		
▪ Meningkatkan Keberkesanan Diri	SBL	Jan 20 – 21 (Wed-Thu)
<u>Customer Service, Sales and Marketing</u>		
▪ Professional Selling Skills: Practical Guide for Success (Remote Online Learning)	SBL	Jan 11 (Mon)
▪ The Magic Moment in Customer Service	SBL	Jan 25 – 26 (Mon-Tue)
<u>Production, Operations, Logistics and Export Management</u>		
▪ Operasi Stor dan Gudang	SBL	Jan 18 – 19 (Mon-Tue)
<u>Quality Systems and Productivity Improvement</u>		
▪ Total Quality Management	SBL	Jan 18 – 19 (Mon-Tue)
<u>Industrial Safety</u>		
▪ Safe Forklift Driving Skills	SBL	Jan 13 (Wed)
▪ Understanding Noise Regulations 2019	SBL	Jan 14 (Thu)

For further information, please contact Pn Siti Nazihah, Pn. Fatahiyah, Cik Syazwani or Cik Azrini at tel: 03-55692950 or e-mail us at siti_nazihah@fmm.org.my , fatahiyah@fmm.org.my syazwani@fmm.org.my or azrini@fmm.org.my