



ESSENTIAL SKILLS FOR MANAGERIAL SUCCESS

OBJECTIVES

- Acquire a practical awareness of their key roles and responsibilities
- Lead a team successfully to build trust and earn respect
- Develop good EQ skills to enhance leadership skills
- Understand that coaching is an integral part of a Manager's effective leadership strategies and management activities
- Learn "What to say" and "How to say it" when managing performance
- Give constructive feedback and maintain a win-win communication system

COURSE CONTENT

- Introduction: Changing Role for Managers Management & Leadership : "Managership"
- The KATZ Model of Skills
- LEADERSHIP STYLE DIAGNOSIS
- Essentials for People Management
- Emotional Intelligence (EQ) in Leadership
- Managing Conflict in Teams
- Facilitating Staff Performance
- Success Agreement System (SAS)

ADMINISTRATIVE DETAILS

Date : October 27 - 28, 2025

Time : 9.00am – 5.00pm

Venue: Level 2, FMM Selangor & Kuala Lumpur Branch
No 8A, Jalan Pensyarah U1/28, Hicom Glenmarie
Industrial Park, 40150 Shah Alam, Selangor.

Fees: FMM Members – RM 1,350.00 per participant

Non-Members – RM 1,566.00 per participant

(inclusive of 8% service tax)

(Fees include course materials, Meals and
Certificate of Attendance)

TRAINER PROFILE

Ms. Irene Choong holds a Master in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She has accumulated wide experience in the fields of management, human resource education, corporate communications, marketing and service having served in management capacities in various industries. She is a Certified Professional Trainer from the Malaysian Institute of Management (MIM-CPT) as well as a Certified Practitioner of Neuro-Linguistic Programming (NLP). She was with United Engineers Malaysia (UEM) and was also a Senior Management Executive with Projek Lebuh raya Utara - Selatan (PLUS). There, she was responsible for developing, organising and co-ordinating all public relation programmes, publications and corporate events. She also had the opportunity of working with a master trainer of NLP where she gained enormous training experience in human resource development. Irene has served as Manager for a leading direct selling company and was responsible for human resource and the smooth functioning of the service centre. She also managed an Educational Consultancy firm and was responsible for staff development, developing marketing and advertising programmes, liaison with overseas principals and institutions for higher learning in the United States of America, Australia, United Kingdom and Switzerland.

WHO SHOULD ATTEND

Managers, Newly promoted Managers, potential managers and Leaders who are responsible for managing staff performance

For further inquiries please contact:

Siti Nazihah /Azrini
FMM Institute Selangor & Kuala Lumpur Branch
Tel: 03-55692950 / 4171 / 4471 Fax: 03-55694346
Email: siti_nazihah@fmm.org.my /
azrini@fmm.org.my
Visit us at: www.fmm.edu.my / www.fmm.org.my

Get **10% DISCOUNT** if you send
3 or more participants for the
same programme!



REGISTRATION FORM

ESSENTIAL SKILLS FOR MANAGERIAL SUCCESS

October 27 - 28, 2025 (Monday - Tuesday)

FMM SELANGOR & KUALA LUMPUR BRANCH

FMM Institute Selangor (SST No: W10-1901-32000105 | **COID: (475427W_SELANGOR)**)

Email: siti_nazihah@fmm.org.my/ azrini@fmm.org.my

Tel: 03-5569 2950/4471/4171

Please register the following participant(s) for the above programme:

1. Name	Designation	Email
---------	-------------	-------

Nationality	IC/Passport No.
-------------	-----------------

2. Name	Designation	Email
---------	-------------	-------

Nationality	IC / Passport No.
-------------	-------------------

(If space is insufficient, please attach a separate list)

Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

☐ We will be claiming from HRD Corp and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.

☐ We will NOT BE CLAIMING from HRD Corp. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No 5-62106-64719-2

Submitted by:

Name:	Designation:
-------	--------------

Email:	Company:
--------	----------

FMM Membership No. :	My Corporate Identity No.:
----------------------	----------------------------

Company Address:

Tel No.:	Fax No.:	Date:
----------	----------	-------