



KEPIMPINAN DAN KEMAHIRAN MOTIVASI UNTUK KETUA OPERATOR

OBJECTIVES

- Faham bahawa mereka adalah baris pertama pihak pengurusan kepada operator
- Faham tanggungjawab mereka sebagai pemimpin
- Membina pengetahuan, kemahiran dan sikap untuk memimpin operator
- Belajar dua kelakuan kepimpinan, dan menggunakan apa yang dipelajari di tempat kerja
- Berkomunikasi dengan cara yang berkesan
- Belajar cara untuk membina semangat
- Membina sikap positif

COURSE CONTENT

- Tanggungjawab Penyeliaan
- Kepimpinan dalam Penyeliaan
- Cara Berkomunikasi dengan Berkesan
- Hubungan Kemanusiaan
- Menggerakkan Prestasi Kerja
- Penyeliaan Prestasi Kerja

ADMINISTRATIVE DETAILS

Date : August 19 - 20, 2026

Time : 9.00am – 5.00pm

Venue : 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, Refreshments and Certificate of Attendance)

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



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

Ketua Operator dan Penyelia

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

REGISTRATION FORM

KEPIMPINAN DAN KEMAHIRAN MOTIVASI UNTUK KETUA OPERATOR

August 19 - 20, 2026 (Wednesday - Thursday) 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 participants(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:
----------	----------	-------