



# Effective Leadership and Communication Skills

## **OBJECTIVES**

- Learn people management skills through a proper understanding of the Leadership Grid
- Match their Leadership Style (LS) to their staff Development Level.
- Put into practise the 2 leadership behaviours of supporting and directing in leading their staff
- Listen in an active and empathic way to facilitate staff concerns.
- Choose to be assertive when communicating

## **COURSE CONTENT**

- Introduction: Essentials of People Management
- Leadership Style Diagnosis
- Leadership 1
- Leadership 2
- Analysis Of Your Interpersonal Communication Competence
- People Communication Skills
- Effective Interpersonal Communication Styles
- Techniques Of Communication

## **ADMINISTRATIVE DETAILS**

Date : March 11 – 12, 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, Voucher and  
Certificate of Attendance)

*\*Meal voucher are given in lieu to Fasting Month*



Get 10% DISCOUNT if you send  
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 Lebuhraya 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**

Heads of Department, Officers, Managers, Potential Supervisors and others whose duties include supervision of a group of subordinates

**For further inquiries please contact:**

Siti Nazihah /Azrini  
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# REGISTRATION FORM

## Effective Leadership and Communication Skills

**March 11-12, 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 participant(s) for the above programme:

1. Name

Designation

Email

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Nationality

IC/Passport No.

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2. Name

Designation

Email

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Nationality

IC / Passport No.

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(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

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