



FMM INSTITUTE

(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development



KEPIMPINAN DAN KEMAHIRAN MOTIVASI UNTUK PENYELIA

Program ini memberikan kemahiran kepada peserta untuk memotivasikan pengendali barisan, menangani aduan dan rungutan dengan berkesan serta membimbing dan memberi kaunseling kepada orang bawahan ke arah perubahan positif dan peningkatan produktiviti. Aktiviti pembentukan pasukan (teambuilding) diselitkan sepanjang program ini

Sasaran Peserta

PENYELIA DAN KETUA BARISAN

(yang dilatih berpotensi untuk bagi memikul tanggungjawab yang lebih besar)

Objektif

- ✓ Faham bahawa mereka adalah baris pertama pihak pengurusan kepada ketua operator
- ✓ Faham fungsi dan tanggungjawab penyeliaan
- ✓ Membina pengetahuan, kemahiran dan sikap untuk memimpin operator
- ✓ Membina sikap positif, inisiatif dan komitmen terhadap tanggungjawab mereka

ADMINISTRATIVE DETAILS

Date : **October 19-20, 2026
(Monday-Tuesday)**

Time : **2 Days (9:00 am - 5:00 pm)**

Venue : **FMM Institute, Johor Branch
No. 1 & 3, Jalan Kencana Mas 1/1,
Tebrau Business Park III, 81100
Johor Bahru, Johor**

Fees : **RM 1,215.00 (FMM Member)
RM 1,350.00 (Non member)**
The fee inclusive Service Tax at 8%
(SST No: W10-1901-32000105)

Closing Date : **October 5, 2026 (Monday)**

Training Provider : **FMM Institute Johor
MYCOID: 475427W_JOHOR**

All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the programme. Cancellation received 5 working days before the start of the programme is subjected to a cancellation fee of 50% of the course fees. Cancellation received 3 working days and below before the start of the programme is subjected to cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.



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RANGKA KURSUS

Tanggungjawab di dalam Penyeliaan

- Pertalian antara pekerja dan pihak pengurusan
- Penghubung komunikasi diantara pekerja dan pengurusan
- Dua kemahiran penyelia yang penting
- Bengkel 1 & 2

Fungsi Penyeliaan

- 5 Kunci penyeliaan : "R-P-A-A-K"
(Rancang,Pimpin,Atur,Arah,Kawal)
- Tanggungjawab utama (Key Result Areas)
- Prinsip pareto untuk keberkesanan diri
- Ciri-ciri seorang penyelia yang berprestasi dan berhemah tinggi
- Bengkel

Kepimpinan dalam Penyeliaan

- Apakah kepimpinan?
- Ciri-ciri kepimpinan

Kelakuan Pemimpin (KP)

Diagnosa Tahap Kemajuan (TK) Pekerja

Komunikasi Yang Berkesan

Penyeliaan Prestasi Kerja

FACILITATOR

Irene Choong Peck Fong holds a Masters 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 field of management, education, corporate communications, marketing and service having served in various management capacities in various industries. She is also a Certified Professional Trainer from the Malaysian Institute of Management (MIM-CPT) as well as a Certified Practitioner in Neuro-Linguistic Programming (NLP)

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OCTOBER 19 - 20 , 2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH

FMM Institute (475427-W)

Puan Sabrina / Pn. Astri / Pn. AinEmail : sabrina@fmm.org.my / astri@fmm.org.my/ nur_ain@fmm.org.my

Tel: 07-357 7613 / 14 / 15 / 16 Fax: 07-357 7618

Please tick accordingly:

Fees: ☐ **FMM Member: RM 1,215.00/pax**
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

☐ **Non Member: RM 1,350.00/pax**
(inclusive of 8% Service Tax (SST No: W10-1901-32000105))

Dear Sir/Madam,

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

(To be completed in BLOCK LETTERS)

1.Name:	IC No:	Nationality:
Designation:	Email:	Mobile No.:
2.Name:	IC No:	Nationality:
Designation:	Email:	Mobile 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 7 or more working days before the start of the webinar. **Cancellation received 5 working days** before the start of the webinar is **subject to a cancellation fee of 50%** of the webinar fees. **Cancellation received 3 working days and below** before the start of the webinar is **subject to a cancellation fee of 100%** of the webinar fees. **If the participant fails to attend the programme, the full webinar 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 webinar and all efforts will be taken to inform participants of the changes.

We hereby confirmed that (please tick accordingly):

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

☐ I (self-sponsor) / We will **NOT BE CLAIMING** under **HRD CORP CLAIMABLE**. Payment will be made to the account payee **FMM Institute** by cheque or bank transfer to **Maybank Account No. 501280056601**.

Tin No. : C10626805080**BRO No. : 475427-W****SST No. : W10-1901-32000105****Submitted by:**

Name: _____ Email: _____

Designation: _____ Tel No: _____ Moblie No: _____

Company: _____ Address: _____

Tin No. :
(Company Tax Number)

Business Registration
No. (New/Old)

SST No
(If Applicable):

Company Stamp & Signature: _____

Date: _____