

**FMM INSTITUTE**

(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development



DELIGASI, MOTIVASI & PENINGKATAN PRODUKTIVITI

Program latihan ini direka khusus untuk memberi kefahaman mendalam mengenai strategi delegasi yang berkesan, teknik memotivasikan diri serta pasukan, dan kaedah praktikal dalam meningkatkan produktiviti kerja. Peserta akan didedahkan dengan teori, kajian kes sebenar, serta aktiviti interaktif yang membolehkan mereka mempraktikkan kemahiran secara terus.

OBJEKTIF

- Memahami konsep dan kepentingan delegasi dalam organisasi
- Mengenalpasti halangan utama dalam mendelegasi tugas dengan berkesan
- Menggunakan pendekatan motivasi untuk meningkatkan semangat pasukan.

SASARAN PESERTA

- Senior Executive/Executive
- Supervisor/ Team Leader
- Non Executive
- Production Workers
- Secretary/Admin Assistant
- Frontline Employee/Customer Service Officers
- Others

ADMINISTRATIVE DETAILS

Date	: October 8 - 9, 2026 (Thursday-Friday)
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	: September 24, 2026 (Thursday)
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.



COURSE CONTENTS & SCHEDULE

TIME	CONTENT (DAY 1)
9:00 AM	Welcoming, Ice Breaking TOPIC : SELF TAKE CHARGE Mindset Setting
9:30 AM	TOPIC : ASAS DELEGASI - Definisi & Konsep - Kepentingan delegasi dalam organisasi - Kelebihan delegasi untuk pemimpin & pasukan - Peranan Kepimpinan dalam Delegasi - Delegasi sebagai alat pembangunan pasukan
10:30 AM	MORNING BREAK
11:00 AM	TOPIC : PROSES & TEKNIK DELEGASI BERKESAN - Kenalpasti tugas yang sesuai untuk delegasi - Kesalahan umum dalam delegasi dan cara mengelakkannya. - Halangan & Cabaran dalam Delegasi - Strategi mengatasi cabaran delegasi - Mengukur keberkesanan delegasi
1:00 PM	LUNCH BREAK
2:00 PM	TOPIC : PENETAPAN DAN PEMBINAAN MATLAMAT - Teori motivasi asas : Teori Hierarki Keperluan Maslow - Penetapan Matlamat Peribadi - Pembinaan Matlamat dengan S.M.A.R.T.E.R - Menghubungkan Matlamat Peribadi dan Matlamat Organisasi - Pilihan vs Nasib - Masa untuk Sedar
3:30 PM	TOPIC : MENGAMBIL TANGGUNGJAWAB & KEBERTANGGUNGJAWABAN - Tanggungjawab vs KEBERTANGGUNGJAWABAN - Apa Kerja Anda? - Nilai Kepimpinan Dalam Diri - Kepimpinan Berasaskan Tauladan
5:00 PM	END OF DAY 1



COURSE CONTENTS & SCHEDULE

TIME	CONTENT (DAY 2)
9:00 AM	Program Starter TOPIC : PENJAGAAN IMEJ DAN ETIKA KERJA • Kepentingan Penjagaan Imej Kendiri • Mewujudkan Keyakinan Melalui Pandangan Pertama • Ciri Ciri Imej Yang Berkesan • Johari Window • Jenis Jenis Etika Kerja • Membina Kepercayaan "A"
10:30 AM	MORNING BREAK
11:00 AM	TOPIC : KOMUNIKASI BERKESAN • Kepentingan Komunikasi Yang Berkesan • Prinsip 7C Dalam Komunikasi • 5 Kemahiran Penting Yang Perlu Dikuasai • Halangan Dalam Komunikasi Dan Cara Mengatasinya • Teknik memberi maklum balas
1:00 PM	LUNCH BREAK
2:00 PM	TOPIC : PEMBANGUNAN SIKAP KE ARAH PRODUKTIVITI BERTERUSAN • Konsep K.I.S.S • Mengenalpasti Sikap Positif Yang Perlu Dikekalkan, Di Tambah Baik, Adakan & Dihentikan
3:30 PM	TOPIC : KERJA BERPASUKAN ASAS PRODUKTIVITI • Ciri-Ciri Pasukan Berprestasi Tinggi • Menghargai dan Dihargai
4:30 PM	TOPIC : KOMITMEN PERIBADI • Mengenalpasti Bidang Utama untuk Penambahbaikan • Membangunkan Pelan Tindakan Peribadi • Komitmen kepada Pertumbuhan Berterusan
5:00 PM	END OF SESSION



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DELEGASI, MOTIVASI & PENINGKATAN PRODUKTIVITI

OCTOBER 8 - 9, 2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH

FMM Institute (475427-W)

Puan Sabrina / Pn. Astri / Pn. Ain

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/ nur_ain@fmm.org.my

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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. : _____ Business Registration No. (New/Old) _____ SST No (If Applicable): _____

Company Stamp & Signature: _____ Date: _____