



**FMM INSTITUTE SABAH BRANCH** 199901000527 (475427-W)  
*Centre for Professional Development*



# Emotional Intelligence & *Crucial Conversations*

This programme helps participants develop Emotional Intelligence to manage emotions, improve communication, and strengthen workplace relationships. By applying EQ and Transactional Analysis, participants will learn to handle crucial conversations effectively and build a healthier, more productive work environment.



## Who Should Join?

- ✓ Executives
- ✓ HOD / HOB
- ✓ Managers / Directors
- ✓ Supervisors / Team Leaders

## Programme Details

- 📅 **FEBRUARY 11 - 12 (Wed-Thu)**
- 📍 **FMM Sabah Branch,  
Alamesra Plaza Permai**
- MEMBER FEE: RM864.00**
- NON-MEMBER FEE: RM972.00**

**CONTACT US**



Phone Number:  
**088-447580**



Email:  
**fmmsabah@fmm.org.my**





# Programme Outline

## **Module 1: Introduction to Emotional Intelligence**

- What is Emotional Intelligence?
- Measuring Emotional Intelligence
- Branches of Emotional Intelligence

## **Module 2: Branches of Emotional Intelligence**

- Perceiving emotions
- Managing emotions

## **Module 3: Why is Emotional Intelligence important?**

- Physical health
- Mental health

## **Module 4: Crucial Conversations**

- Understanding crucial conversations
- How do you typically handle CC
- How do you create dialogue

## **Module 5: Ego States & Communication**

- Transactional Analysis
- Knowing my ego states
- Utilizing PAC effectively

## **Module 6: Attributes of Emotional Intelligence**

- Self management
- Social awareness
- Relationship management

## **Module 7: How to improve your Emotional Intelligence**

- Observation
- Review your work environment
- Self evaluation
- Reaction
- Responsibility
- Examine

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REGISTRATION FORM

EMOTIONAL INTELLIGENCE & CRUCIAL CONVERSATIONS

Time: 9.00 am - 5.00 pm

Venue: FMM Sabah Branch, No. 143,  
Block Q, Lorong Plaza Permai 1,  
Alamesra Plaza Permai, 88400 Kota  
Kinabalu, Sabah

Please register the following participant  
for the above program.  
**(To be completed in BLOCK LETTERS)**

Date:  
**February 11-12, 2026**  
Registration due date: 06 Feb 2026

Please tick accordingly: ☒  
Fees: ☐ FMM Member : RM 864.00 per pax  
☐ Non Member : RM 972.00 per pax  
(Fees is inclusive of 8% SST, certificate, training notes & meals)

NO.	NAME	DESIGNATION	NATIONALITY	NRIC	EMAIL
1					
2					
3					
4					
5					

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

We hereby confirmed that (please tick accordingly):

☐ We will be claiming under SBL-KHAS Scheme. Full payment would 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 FMM Institute by bank transfer to MAYBANK Account No. [5-100-1303-8421]

Submitted by:

Name:	Designation:	H/P No:
Email:	Tel:	Fax:
Company	FMM Membership No:	MyCOID:
Address:	Company Stamp & Signature	Date:

**Terms and Conditions**

- Registration is on a first-come first-served basis.
- All cancellations must be made in writing.
- Cancellation received 7 – 13 working days before the start of the class is subject to a cancellation fee of 50% of the training fees.
- Cancellation received within 6 working days before the start of the class is subject to a cancellation fee of 100% of the training fees.
- If the participant **fails to attend** the programme or **less than 75% attendance**, the **full training 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 programmes and all efforts will be taken to inform participants of the changes.