



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

 **November 05 - 06 (Wed-Thu)**

 **FMM Sabah Branch,
Alamesra Plaza Permai**

MEMBER FEE: RM864.00

NON-MEMBER FEE: RM1,026.00

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:
November 05-06, 2025
Registration due date: 30 Oct 2025

Please tick accordingly: ☒
Fees: ☐ FMM Member : RM 864 per pax
☐ Non Member : RM 1,026 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.