



EFFECTIVE LEADERSHIP & INTERPERSONAL SKILLS

It is important that employees work together as a team to deliver the intended business results. However, very often this is not being achieved in a desired manner. Organizations not only face external competition but internally they are also facing issues like low employees morale, high turnover of staff, lower productivity, high rejects and etc that have a significant impact to the organization.

LEARNING OUTCOME

- Understand one's leadership capabilities via the assessment questionnaires
- Realize one's personal limitations & take positive actions to improve them
- Understand the meaning of leadership its importance & applications
- Understand and apply communication & interpersonal skills at work

ADMINISTRATIVE DETAILS

Date	: October 27 - 28, 2025 (Mon-Tue)
Time	: 2 Days (9:00 am - 5:00 pm)
Venue	: Remote Online Training "ZOOM"
Fees	: RM 1,026.00 (FMM Member) RM 1,134.00 (Non member) The fee inclusive Service Tax at 8%
Closing Date	: October 13, 2025 (Monday)
Training Programme No.	: 10001482366
Training Provider	: FMM Institute Johor MYCOID: 475427W_JOHOR

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 7-13 working days before the start of the programme is subjected to a cancellation fee of 50% of the course fees. Cancellation received 6 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 OUTLINE

1. **Understanding of oneself - self assessment**
 - Our personal capability
 - Our strengths and weakness
 - What have we done to improve our strengths & weakness
2. **The company - our perception**
 - What are the things that the company is doing right, what company is doing wrong, think the company should do to improve and the employees should do to improve?
3. **Understanding of self - leadership**
 - Leadership definition
 - What is your definition
 - Leadership quality assessment
 - What is your stand now?
4. **Assessing & improving the current situation**
 - Brainstorming of the issues or problems
 - Your personal input of overcoming the problems
 - Action plans
5. **Building sustainability**
 - Understanding the meaning of business sustainability
 - Our rules as an employee
 - Our commitment toward organizational effectiveness

FACILITATOR

JEFFREY BOK (CLETUS) graduated from Science University of Malaysia (USM) with a degree in Science with Education (Hons) and he started his career in educational research and instructional materials development for primary school education under a project unit led by the Education faculty of USM. He was tasked to manage a few educational projects & curriculum evaluation, and at the same time designing teaching & instructional materials to support learning, in particular for schools in the rural area. He went on subsequently to join several multinationals, acquiring his training & human resources management knowledge and skills through on-job exposure as well as acquiring his professional qualifications in learning and HRM over the years.

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**FMM Institute***Centre for Professional Development*

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OCTOBER 27 - 28, 2025 | VENUE : REMOTE ONLINE TRAINING "ZOOM"**FMM Institute** (475427-W)**Ms Sabrina / Pn. Astri / Pn. Ain**Email : sabrina@fmm.org.my / astri@fmm.org.my
/ nur_ain@fmm.org.myTel: **07-357 7613** Fax: **07-357 7618****Please tick accordingly:**Fees: ☐ **FMM Member: RM 1,026.00/pax**
(inclusive of 8% Service Tax)☐ **Non Member: RM 1,134.00/pax**
(inclusive of 8% Service Tax)**Dear Madam,****Please register the following participant (s) for the above programme:****(To be completed in BLOCK LETTERS)****1. *Name*****Designation*****Email****Nationality*****IC No.*****Mobile No.****2. *Name*****Designation*****Email****Nationality*****IC No.*****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 training. Cancellation received 5 working days before the start of the class is subject to a cancellation fee of 50% of the training fees. Cancellation received 3 working days and below 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, 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 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.☐ We will **NOT BE CLAIMING** under **HRD CORP CLAIMABLE COURSES** . Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **Maybank Account No. 501280056601**.

Submitted by:

Name**Designation****Email****Tel****Fax****Mobile No.****Company****Date****Address****Company Stamp & Signature**