



FMM INSTITUTE

(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development



LEADERSHIP AND MANAGEMENT DEVELOPMENT PROGRAMMED

This program is aimed to provide the middle managers the technical know-how of how to help cascade the company overall objectives to the lower level and achieve them through the practice of effective leadership and communication skills. This group of executives are not only be treated as a bridge between the senior management team and the junior workers mass but also the group of executives who are most needed to be engaged, motivated and guided to perform their tasks objectively & effectively.

TARGET AUDIENCE

- Line Managers, Senior Engineers / Executives
- Supervisors who have staff reporting to them. Executives who have potential to be promoted to the next higher level will also be suitable for this program.

Assessment Tools

- Human Characteristic profiling tools (for understanding of oneself)
- Communication Quiz
- Assertiveness Assessment

ADMINISTRATIVE DETAILS

Date : **July 23-24, 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 : **July 9, 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

THE RELEVANT HABITS OF HIGHLY EFFECTIVE PEOPLE

- Paradigm shift
- The formation of habit
- What stage are you in now?
- Understanding the relevant habits & their applications (this will also cover the need of taking initiative to change in order to have the right mindset of work)
- What are the positive work habits that one should adopt and why?

LEADERSHIP STYLES - THEIR PROS & CONS & THEIR APPROPRIATE APPLICATION IN VARIOUS SITUATIONS

- Autocratic
- Democratic
- Laissez-Faire
- Bureaucratic

THE IMPORTANCE OF MINDSET & PSYCHOLOGICAL CONTRACT

- Understanding of self via self-analysis assessment
- Meaning of psychological contract and how does this affect us
- How psychological contract be formed and be breached subsequently hence resulting unhappiness among employees that affects the productivity of an organization
- The need to manage psychological contract effectively.

COMMUNICATION & HUMAN RELATION SKILLS

- The need and importance of communication
- Barriers to effective communication
- Tips in improving communication
- What is human relation and why is it so important?
- Understand assertiveness & the need to create win-win
- Highlight of ways to manage difficult people
- Differentiate the difference between complain and feedback and what need to be changed for one to be more effective

COACHING FOR HIGHER PRODUCTIVITY

- Understand the difference between coaching, mentoring & counseling
- What is coaching for?
- Steps in doing coaching
- What are the dos and don'ts for coaching?

FACILITATOR

Jeffrey Bok (Cletus) holds a Bachelor degree in Science (Hons.) with Education and over the years, he has acquired several professional qualifications in Human Resources, Training and Industrial Relations. He is also a certified trainer by International Accrediting Institute of America as well as by Human Resources Development Council of Malaysia (PSMB) (Certificate No.: TTT/0375). In 2018, he has also acquired certifications in numerology and has become a practitioner and a Master Analyst in human profiling.



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JULY 23 - 24 ,2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH

FMM Institute (475427-W)

Puan Sabrina / Pn. Astri / Pn. Ain

Email : 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:
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Designation:	Email:	Mobile No.:
-----	-----	-----
2.Name:	IC No:	Nationality:
-----	-----	-----
Designation:	Email:	Mobile No.:
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(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: _____