



FMM INSTITUTE

(C10626805080/ 199901000527/ 475427-W)

Centre for Professional Development



MANAGING PEOPLE and LEADERSHIP CHALLENGES

There is always a fine line to be drawn between leading and managing. Today's managers are increasingly taking responsibility for nurturing and developing their people. As the information age unfolds, managers are also recognising the importance of needing to improve their leadership skills.

Turning vision into reality is our main goal but first, we must analyse and overcome the various managerial and learning challenges..

ADMINISTRATIVE DETAILS

Date : **May 7 - 8, 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 : **April 30, 2026 (Friday)**

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.



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CONTENT

INTRODUCTION: CHANGING ROLE FOR MANAGERS MANAGEMENT & LEADERSHIP : "MANAGERSHIP"

- The nature of managing
- The function of leadership
- Management vs. Leadership
- The balancing act
- Concept of "Managership"
- Purpose of Managership
- Roles & desired outcomes
- Impact to organisation
- Shifting mindset to align with business needs

Workshop : Case Study : Getting Adam to Work

TESTING YOUR LEADERSHIP SKILLS

- Analyse problem situation
- Your dominant style
- Your leadership Profile/Style
- Understand Self
- *How to work with others*

Workshop : Application to real life work - How to develop the full range of managerial skills, attributes and strategies?

ESSENTIALS OF PEOPLE MANAGEMENT

- *5 wrong things we focus on*
- *5 more effective things we should focus on*
- Human behavior and attitudes in the workplace
- Identifying People's Personal Motivators
- Psychological Safety
- Why does it matter?
- The bigger picture: A paradigm shift

EMOTIONAL INTELLIGENCE (EQ) IN PEOPLE MANAGEMENT

- 5 criteria of EQ maturity
- Perceptions and foundations
- ABC : "Awareness Before Change"
- Paradigm : "Choice begins with me!"
- Pessimism vs Optimism
- Emotions in the brain structure
- Identify different emotions and the corresponding physiology

Activity : Reality check EQ self-analysis



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CONTENT

EFFECTIVE COMMUNICATION SKILLS

- Listening skills
- Hearing vs. listening
- Empathetic listening
- Active listening
- Paraphrasing
- Effective questioning techniques
- Reactive questioning vs proactive questioning

Workshop : Role plays on listening and questioning skills in facilitation

MANAGING DIFFICULT PEOPLE

- Understanding and identifying issues that influence negative attitude and low performance
- Avoiding two major mistakes in handling problem workers
- Confronting poor performance
- Appreciating good work
- Giving constructive behavioural feedback

Skills practise: Workplace scenarios

Throughout the workshop, there is a mix of lectures, role plays and activities, using the Integrative Learning System (ILS) approach to internalise the learnings of the workshop. Technologies used will include Multiple Intelligences, Interactive Learning and the Dunn & Dunn's Learning Styles. EQ (Emotional Intelligence) will be emphasized here. Activities include:



- mini lectures
- Brainblossoming / brainstorming
- dyad sharing
- role play sessions / skills practise

FACILITATOR

Irene Choong Peck Fong holds a Masters in Training and Human Resource Development (MTHRD) from Newport University, USA and Bachelor of Arts (Hons) degree from the University of Malaya. She has accumulated wide experience in the field of management, education, corporate communications, marketing and service having served in various management capacities in various industries. She is also a Certified Professional Trainer from the Malaysian Institute of Management (MIM-CPT) as well as a Certified Practitioner in Neuro-Linguistic Programming (NLP)



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MANAGING PEOPLE AND LEADERSHIP CHALLENGES

MAY 7 - 8 , 2026 | VENUE: FMM INSTITUTE, JOHOR BRANCH

FMM Institute (475427-W)
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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:
-----	-----	-----
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. : (Company Tax Number) _____ Business Registration No. (New/Old) _____ SST No (If Applicable): _____

Company Stamp & Signature: _____ Date: _____