

Chairman,
Seniors Special Interest Group,
The Institution of Engineers Malaysia,
Lots 60 & 62, Jalan 52/4, P.O. Box 223 (Jalan Sultan),
46720 Petaling Jaya, Selangor Darul Ehsan
Tel: 03-7968 4001/2 Fax to 03-7957 7678
Email: zainun@iem.org.my

REGISTRATION FORM

2-DAY COURSE ON

'ENHANCING PEOPLE SKILLS & EQ FOR PROJECT ENGINEERS'

No	Name(s)	M'ship No.	Grade	Fee (RM)*
		SUB TOTAL		
		Add GST @ 6%		
Total Payable				

(Photocopies are acceptable)

*Fees MUST be fully paid BEFORE the CLOSING DATE. Seats could only be confirmed upon payment.

Enclosed herewith a crossed cheque No: _____ for the sum of RM _____ issued in favour of "The Institution of Engineers, Malaysia" and crossed 'A/C payee only'.

Contact Person: _____ Designation: _____

Name of Organization: _____

Address: _____

Telephone No.: _____ (O) _____ (Fax)

_____ (H) _____ (HP)

Email: _____

Signature & Stamp

Date

Cancellation Policy: IEM reserves the right to postpone, reschedule, allocate or cancel the course. Full refund less 30% if cancellation is received in writing more than 7 days before start date of the event. No cancellation will be accepted prior to the date of the event. However, replacement or substitute may be made at any time with prior notification and substitute will be charged according to membership status.



The Institution of Engineers, Malaysia

Bangunan Ingenieur, Lots 60/62, Jalan 52/4, Peti Surat 223, 46720
Petaling Jaya, Selangor Darul Ehsan

2-Day Course on 'Enhancing People Skills & EQ For Project Engineers'



Organised By: Seniors Special Interest Group, IEM

Date : 12 July 2018 & 13 July 2018, Thursday & Friday

(Rescheduled from 16 & 17 May 2018)

Venue : C&S Lecture Room, 2nd Floor Wisma IEM, Petaling Jaya,
Selangor

Time : 8.30 a.m. - 5.30 p.m.

BEM Approved CPD/PDP Hours = 10

Ref No: IEM18/HQ/100/C

GST is implemented effective from 1 April 2015

REGISTRATION FEE (SUBJECT TO 6% GST)

GRADE	Normal	Online
IEM Student Member	300.00	250.00
IEM Graduate Member	450.00	400.00
IEM Corporate Member	550.00	500.00
Non IEM Member	800.00	750.00

IMPORTANT NOTES

- Closing Date : 9 July 2018
- For **ONLINE REGISTRATION**, payment **MUST BE MADE ON REGISTRATION** [via RHB Now and Maybank2u Personal Saving & Personal Current; Any Credit Card - Visa/Master.
- Payment via **CASH/CHEQUE/BANK-IN TRANSMISSION/BANK DRAFT/MONEY ORDER/ POSTAL ORDER/LOU/LOG/WALK-IN will be considered as NORMAL REGISTRATION**
- **FULL PAYMENT** must be settled before commencement of the event, otherwise participants will not be allowed to enter the hall. If a place is reserved and the intended participant fails to attend the course, the fee is to be settled in full. If the participant failed to attend the course, the fee paid is non-refundable. IEM reserve the right to reject any LOU/LOG not in accordance with these instructions.
- The Organising Committee reserves the right to alter or change the programme due to unforeseen circumstances.

Synopsis

Master the fundamentals of EQ (Emotional Quotient) and People Skills in 2 days!

All project engineers/managers require two basic skills in carrying out projects successfully: hard and soft skills. The hard skills deal with the technical aspects of projects and project management, whereas the soft skills deal with the people who deliver the project end-results. The ideal Project Engineer/Manager is therefore one who is well equipped in striking a good balance of the hard and soft skills in carrying out his daily project job.

This intensive 2-day interactive course is designed to provide a solid foundation in key competencies of people skills in leadership, motivation, communication, negotiation, problem solving, conflicts resolution, time management and EQ techniques through practical exercises, case studies and self-evaluation.

A **unique** aspect of this training involves the application of psychometric tests to reveal the project personnel's personality, Emotional Intelligence, and characteristics relevant to project management.

Project engineers/managers and business professionals who want to enhance their project success will find this course valuable as they master important practical people skills to achieve project goals and meet stakeholders' expectations.

Benefits

- Adopt and adapt internationally recognized project management standard and best practices with reference to PMBOK®
- Master a solid foundation in people skills for project management
- Lead and motivate project teams through time-tested principles and practices
- Communicate effectively with different levels of stakeholders
- Apply a systematic problem solving technique
- Utilize a powerful negotiation technique
- Resolve conflicts and foster better teamwork to improve productivity and cooperation
- Avoids delay in project completion by buffering and delegating
- Apply Psychometric Tests to analyse and reveal project personnel's personality and EQ score

About The Course Leader

Ir. Frankie Chong, B.Sc., MBA, P.Eng, MIEM, PMP®, a professional engineer with an in-depth knowledge and more than 30 years of working experience in managing small and large projects in various industries. His main areas of work experience include project management & consultancy, engineering operations and technical development, business development and re-engineering, education and training.

He specializes in conducting Project Management seminars and training for MNCs and SMI companies, locally and internationally. Hundreds of participants have benefited from his training which is knowledge and skill-based, highly interactive, and complemented with applications and real-life case studies.

Currently, he holds the following credentials:

- A certified PMP® (Project Management Professional No. 512593) credential from PMI (USA)
- A certified trainer registered with the government Human Resource Development Fund (PSMB)
- Construction Industry Development Board (CIDB) Certified Construction Project Manager, panel expert & trainer in National Competency Standard in construction project management
- Current Chairman of SSIG, IEM. Past Chairman and Adviser of the Institution of Engineers Malaysia
Project Management Technical, Division
- Chief Paper Examiner of a U.K University project management module.

Course Schedule & Outline (8.30am – 5.30pm)

DAY 1

1. Project Management Fundamentals (90 minutes)

- Understand the basic concepts of project management
- Defining your role and responsibilities as a Project Manager.
- EXERCISE: Project Success & Failure Factors

2. Leadership (90 minutes)

- Be a leader with EQ Competency whom followers can look up to and work together.
- Applying popular theories about Leadership and Emotional Intelligence
- EQ Model and competencies
- EXERCISE: What is Your EQ? Do you like to Lead?

3. Motivation (90 minutes)

- The way to keep everyone motivated in working for personal and organizational success.
- Motivation factors & techniques
- EXERCISE: Improving Team Performance / What Motivates People

4. Effective Communication (90 minutes)

- Creating a Project Communication Plan
- Interpersonal communication skills
- EXERCISE: Listening Skills / Tell Management

DAY 2

5. Problem Solving and Decision Making (60 minutes)

- Some systematic techniques to use when you are solving problems.
- Universal Seven-step model
- Problem Solving Techniques
- EXERCISE: Case Study on Problem Solving

6. Negotiating Skills for Project Managers (60 minutes)

- Influencing others to achieve a winning position.
- Types and Techniques of negotiations
- EXERCISE: Negotiating for Help

7. Resolving Conflicts on the Team (60 minutes)

- Five conflict resolution techniques
- Handling angry team members
- EXERCISE: Conflict Resolution Technique /How to resolve Project conflicts

8. Making the Most of Your Time in Projects (60 minutes)

- Obstacles to Time Management
- Time Compression & Delegation Techniques
- Critical Path Management of Buffering Projects
- EXERCISE: Delegating Work

9. Summary & Conclusion

Who Could Benefit From the Course

- Project Engineers
- Project Executives
- Quantity Surveyors
- Site Supervisors
- Contractors and sub-contractors
- Project Managers
- Project Architects
- Site Managers / Site Agents
- Developers