



A 2-day Remote Online Learning on...

# CLIENT RELATIONSHIPS BEST PRACTICES IN FACILITIES MANAGEMENT

\* DATE : 7-8 OCTOBER 2025 @ TIME : 9:00AM - 1:00PM \*

## METHODOLOGY :

- \* Theoretical type of course, based on field experience
- \* Course presentation in dual languages English/Bahasa Malaysia
- \* Questions and Answers session
- \* Course notes written in English
- \* Case Studies

## COURSE LEADER

Course Leader has over 52 years of field experience in electrical engineering, and he is currently serves as Technical Director, specialized in installation, testing and maintenance of electrical installation. Throughout his 52 years carriers in the filed of electrical engineering, he has held numerous positions such as Senior Technician, Forman, Assistant Engineer, Project Manager, Facility Manager, Consultant Engineer, Technical Advisor, and has served for both the public (Public Works Department) and private sectors.

*If you need any in-house courses, Contact us for further information*

## COURSE HIGHLIGHTS

HRDC Claimable (Subject to Approval)

Online Course conducted via  
ZOOM Meeting

- Client Relationship?
- Client Relationships Best Practices?
- Key To Maintain Client Relationships?
- Develop And Maintain Positive Client Relationships?
- Client Facing-Skills?
- Active Listening
- Self Improvement
- Communication
- Empathy
- Critical Thinking
- Dedicating



## WHO SHOULD ATTEND

Technical and Non Technical personnel who are directly or indirectly involved in dealing with clients related to facilities management, project management, such as

- Appraisers
- Building Consultants / Managers
- Chargeman
- Contractors
- Developers
- Estate Agents
- Facility Director / Manager
- Facilities Engineer / Executives
- Property Managers
- Technicians
- Valuers