



Developing Competencies to Deal with Difficult People and Situations

January 16 - 17, 2017 | 9.00am - 5.00pm | Shah Alam Convention Centre

FACILITATOR

Ms Amy Wan-Ratos has been a trainer for more than twenty years. She holds a Masters in Training and Human Resource Development (M. Training & HRD) from Leicester University, UK and a Bachelor of Science from Campbell University, North Carolina, USA. Her corporate experience in Japanese and American firms instilled a fierce determination and paradigm that we are all born to win! Having been through transformational stages in these firms, Amy was totally involved in motivating the workforce to accept and adapt to changes, cultural shocks and breakthrough goals. In Sony, she set up the pioneer training team that was awarded recognition from the HQ. In Xerox, she managed the customer satisfaction programme which was awarded the Malcolm Baldrige Award. Amy has facilitated many workshops in Malaysia, Philippines, Taiwan, Indonesia, Canada and the USA that include leadership, adventure learning, assertive communication, personal realisation and awareness, performance appraisal, customer satisfaction, counselling, EQ, trust and confidence and public speaking skills. Amy is certified and licensed by 6 Seconds (USA) to conduct its EQ workshops. She is also a Master Trainer of the Integrative Learning System in Asia, responsible for continuous research and certification of facilitators.

OBJECTIVES

- ◆ Understand your own dominant style of communication
- ◆ Discover the main causes of why people are difficult
- ◆ Acquire competencies and techniques to deal with various situations
- ◆ Practice assertive behaviour that will increase co-operation and collaboration
- ◆ Build relationships that will improve workplace harmony, morale and motivation

CONTENTS

- ◆ Assessment of Personality
- ◆ Understanding Difficult Behaviours
- ◆ Styles of Communication
- ◆ The Assertion Theory
- ◆ Techniques of Communication
- ◆ Build Confidence and Influencing Techniques in Communication
- ◆ Handling Criticism
- ◆ Interpersonal Skills
- ◆ Communication to Enhance Relationships
- ◆ Develop Good Teamwork and Better Relationship

ADMINISTRATIVE DETAILS

Dates : **January 16 - 17, 2017**

Time : 9.00 am – 5.00 pm

Venue : **Shah Alam Convention Centre**

No. 4 Jalan Perbadanan 14/9

40000 Shah Alam, Selangor Darul Ehsan

Fees : FMM Members – RM 1,378 per participant

(Inclusive of 6% GST)

Non Members – RM1,696 per participant

(Inclusive of 6% GST)

(Fees include course materials, Certificate of Attendance, lunch and refreshments)

*** Enjoy 10% for registration of two (2) and 20% discount for registration of three (3) or more participants from the same organisation and of the same billing source.**

WHO SHOULD ATTEND

Heads of Department, Managers, Team Leaders and those who need to deal with difficult people and difficult issues

IN-HOUSE TRAINING AVAILABLE

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

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 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a 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.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

For further enquiries, please contact:

Siti Nazihah / Azrini

FMM Institute

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Email: training@fmm.org.my

Visit us at: www.fmm.edu.my

REGISTRATION FORM

Developing Competencies to Deal with Difficult People and Situations

January 16 - 17, 2017 (Monday - Tuesday)

Shah Alam Convention Centre

The Assistant Manager

FMM Institute

Tel: 03-62867200

Fax: 03-62776712

GST Registration No.001764515840

Please tick (✓) accordingly:

PSMB Scheme: SBL Non Contributor

Required vegetarian meal: Yes No

Dear Madam,

Please register the following participant(s) for the above programme.

(To be completed in **BLOCK LETTERS**)

1. **Name** **Designation** **E-mail**

Nationality

IC No.

2. **Name** **Designation** **E-mail**

Nationality

IC No.

3. **Name** **Designation** **E-mail**

Nationality

IC No.

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. _____ for RM _____

being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: _____

Designation: _____ E-mail: _____

Company: _____ FMM Membership No.: _____

Address: _____

Tel No.: _____ Fax No.: _____ Date: _____

My Corporate Identity No.: _____ GST Registration No.: _____