



# Dealing with Difficult Staffs

SRWK/03/2021

HRDF  
Claimable

# FMM

☆Remote Online Learning ☆Limited to 35 participants

**Date: March 25 - 26, 2021 Time 9.00am – 5.00pm**

It is a supervisor's job to manage their subordinates well no matter how difficult they can be. If managed well, the outcome will be good. However, if the difficult behaviours are managed badly, the outcome could be bad.

This program seeks to help participants to understand why some behave that way and the skills to overcome these difficult behaviours.

## OBJECTIVES

- Build a healthy self-image of an achiever, to be competitive with self
- Understand yourself and others so you can better deal with any situations
- Use different ways to deal with people in different situations
- Understanding what is counselling, when and how to counsel
- Deal with emotional situations
- Instilling teambuilding spirit and greater interdepartmental cooperation through an agreement of performance orientation

## METHODOLOGY

The program is interactive and participative allowing the participants to internalise the concepts and knowledge learnt. There is a mixture of lectures, role plays, skill practices, discussions, games, group dynamics, simulations and reflective exercises to integrate learning.

## BIODATA

Mr Phang Wai Kheong holds a Masters of Business Administration (MBA) from the Wawasan Open University and has wide experience in the field of management, sales and marketing and managing project teams. Mr Phang is a certified trainer registered with PSMB and has trained and facilitated many programs for corporate companies including DHL, Toshiba, Lafarge, Ericsson, Kompakar, Huawei, Agilent, Perodua, Kimberly Clark & many more. He is also an active member of Toastmasters International.

Date	March 25 – 26, 2021
Time	9:00am-5:00pm
Duration	14 hours
Platform	ZOOM
Location	Remote On-Line Learning
Fees	<b>FMM Member : RM954.00/pax</b> (Inclusive of 6% service tax)  <b>Non-member : RM1113.00/pax</b> (Inclusive of 6% service tax)
Contact Person	Cecilia Pang, Beatrice Olivia, Farrez Teh
Tel	082-332784
Email	farrez@fmm.org.my

## CONTENTS

### Starting With the "Right" Mindset

- Defining the executive's roles, responsibilities and work goals
- Who determine success – I, me, myself
- Awareness of current scenarios
- Know your strengths and areas that required improvement

### What is personality profiling

- Understand the concept of personality profiling
- Introduction to DISC
- Self-assessment of personality types
- The 4 types of personalities
- Dealing with staffs of different personalities

### Understand difficult staffs

- Why staffs act difficult?
- Finding the root cause
- Understand human psychological and physiological needs
- Different stages of difficulty
- Ways to deal with the different difficulties

### Win-Win Communication in dealing with difficult staffs

- 3 different communication styles
- Effective listening
- The art of asking questions

### Effective Counseling

- An introduction to counselling
- Knowing who and when to counsel
- 3 steps to effective counselling
- Post-counseling review



# REGISTRATION FORM

## Dealing with Difficult Staffs (Remote On Line Training)

March 25 - 26, 2021, (Thursday & Friday) 9.00am – 5.00pm

Please tick (✓) accordingly:

Federation of Malaysian Manufacturers

Tel: 082-332784 Fax: 082-332785

Email: [fmsarawak@fmm.org.my](mailto:fmsarawak@fmm.org.my)

Fees:  FMM member RM954.00/ pax  
(Inclusive of 6% Service Tax)

Non Member RM1113.00/ pax  
(Inclusive of 6% Service Tax)

Dear Sir,

Please register the following participant(s) for the above programme:  
(To be completed in **BLOCK LETTERS**)

1. Name	Designation	E-mail
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Nationality	IC No.
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2. Name	Designation	E-mail
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Nationality	IC No.
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(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 “**Federation of Malaysian Manufacturers**”.

### Technical Information

- After the programme is confirmed, participants will be receiving the email containing the joining link of the on-line learning programme
- Participant(s) may join the session 15 minutes before the scheduled starting time
- FMM will record the session for future reference
- Please ensure each participant has **access to a strong internet connection** with either :
  - a laptop or
  - a computer with working webcam and microphone or
  - handphone with camera

Submitted by:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

Address: \_\_\_\_\_

Date: \_\_\_\_\_

☆ In view of the limited seats available, interested participants are requested to complete and submit the enclosed registration form to FMM Sarawak Secretariat by **March 18, 2021**

☆ Those who register but do not turn up for the programme will be billed accordingly. There will be no refund for cancellation within 2 days prior to the programme, 50% refund for cancellation between 3 - 6 days and full refund for cancellation 7 days prior to the programme. However, replacement will be accepted at no additional cost. FMM reserves the right to cancel or reschedule the programme and all efforts will be taken to inform participants of any changes.