

Some scholar defined conflict as human in interactive process, have the interests of different, or a different opinion. The conflict itself does not hurt interpersonal relationship, however, the use of hazardous or non-constructive approach while dealing with conflict may jeopardise the human relation. Handling conflicts and confrontation were important skills in human relationship. This programme will enhance the knowledge on ways to deal with conflict, how to suppress & not to avoid conflicts.

## COURSE CONTENT

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|---|---|
| 1. 人際衝突的本質 <b>The nature of interpersonal conflict</b>              | 8. 建设性的冲突处理原则 <b>The principles of constructive conflict management</b> |
| 2. 人際衝突處理的模式 <b>Interpersonal conflict management model</b>         | 9. 建设性的批评原则 <b>The principle of constructive criticism</b>              |
| 3. 如何理冲突 <b>Skills of handling Conflict</b>                         | 个案分享 + 面质 <b>Case Study 1 and 2</b>                                     |
| 4. 为什麼会有冲突?? <b>Why is there a conflict??</b>                       | 10. 什麼是面质?? <b>What is Confrontation??</b>                              |
| 5. 冲突是不好的吗?? <b>Conflict is it Bad??</b>                            | 11. 面质技术 <b>Confrontation Skills</b>                                    |
| 6. 你害怕冲突吗?? <b>Are you afraid of conflict??</b>                     | 12. 如何应用面质技术 <b>How to apply confrontation Skills?</b>                  |
| 7. 冲突会影响团队吗? 如何学习处理冲突?? <b>Will conflict affect Team Building??</b> | 13. 使用面质技术所要注意的事项 <b>Issues to be alert in Confrontation Skills</b>     |

## WHO SHOULD ATTEND

HR Manager, Executive, department Manager, supervisor, Officer or Public Relationship staffs. Others Involved in Human Relationship include Sales department, Purchaser, Production Leaders & etc.

## LEARNING OBJECTIVES

At the end of this programme, participants will be able to:

- ⇒ 了解人際衝突處理的模式 **Understand the Nature of Interpersonal Conflict**
- ⇒ 如何处理冲突 **Skills of handling and resolve Conflict**
- ⇒ 加强人际关系处理 **Strengthen interpersonal Skills**
- ⇒ 冲突对团队的影响 **The Impact of Conflict on Team**
- ⇒ 学习面质技巧 **Learning of Confrontation Skills and how to apply**

## ADMINISTRATIVE

Date : **June 25-26, 2018(Mon - Tue)**  
Time : **9.00am - 5.00 pm**  
Venue : **FMM Institute, Johor Branch**  
Closing Date : **June 11, 2018**

## COURSE FEES

Member : **RM750-00 per participant**  
Non Member : **RM850-00 per participant**

*(Fees include Course Materials, Refreshment, Lunch & Certificate of Attendance)*

## For further enquiries, please contact

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**FACILITATOR- CHANG LI FONG** started her consulting and training experience in 2000 as a management consultant and Trainer attached with a corporate Organization in Singapore and Malaysia. She has extensive consulting experience in Singapore and Malaysia, specializing in the areas of Counseling ,continuous improvement cost savings, behavioral change survey ,Human Resources and also partners with a number of training providers in Malaysia and Singapore to deliver training courses on numerous topics relating to both technical, operational, hard and soft skills subjects. Ms Chang LF has CIMA from Cambridge Singapore and Master in Social Science – Counselling qualification with University South Australia. She also a qualified Train The Trainer from PSMB. She speaks fluent English, Mandarin and Bahasa Malaysia.

## REGISTRATION FORM

Dear Sir,  
Please register the following participant(s) for the above programme

1 Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
I.C No : \_\_\_\_\_  
H/P No. : \_\_\_\_\_

2 Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
I.C No : \_\_\_\_\_

If vegetarian meal required. \_\_\_\_\_ pax (if space is insufficient, please attach a separate list)

### Submitted by:

Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Company : \_\_\_\_\_  
Address : \_\_\_\_\_  
GST No. : \_\_\_\_\_  
Tel & Fax No. : (T) \_\_\_\_\_ (F) \_\_\_\_\_  
Email : \_\_\_\_\_

Enclosed cheque/bank draft No \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute" should be forwarded to the Secretariat **before June 25, 2018.**

\* There will be no refund for cancellation within 3 days prior to the programme; 50% refund for cancellation between 3-6 days;

\* Full refund for cancellation 7 days prior to the programme; Cancellation must be in writing. Replacement can be accepted at no additional cost.

\* The FMM reserves the right to change the facilitator, date or reschedule the above programme and all efforts will be taken to inform participants of the changes. \* Upon sending the registration form, you are deemed to have read and accepted the terms and conditions.