



Leading Conflict Resolution and Collaboration at the Workplace

January 18 - 19, 2021 | 9.00am - 5.00pm | FMM Selangor & Kuala Lumpur Branch

OBJECTIVES

- Define confrontation and role in managing conflict in the workplace
- Identify styles in influencing others, managing conflict and the additional strategies that need to be used in conflict resolution
- Demonstrate skills in resolving conflict and confrontation
- Identify a plan to apply and enhance the communication skills in the workplace to address existing conflicts

WHO SHOULD ATTEND

Heads of Department, Managers, newly-promoted Managers, Assistant Managers and Executives

Dates : **January 18 - 19, 2021**
 Time : 9.00 am – 5.00 pm
 Venue : **FMM Selangor & Kuala Lumpur Branch**
 8A, Jalan Pensyarah U1/28
 Hicom Glenmarie Industrial Park
 40150 Shah Alam, Selangor Darul Ehsan
 Fees : FMM Members – RM 1,378 per participant
 (inclusive of 6% Service Tax)
 Non Members – RM1,696 per participant
 (inclusive of 6% Service Tax)
(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.**

For further enquiries, please contact:

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 Visit us at: www.fmm.edu.my / www.fmm.org.my

IN-HOUSE TRAINING AVAILABLE

CONTENTS

- Current Strategies for Handling Conflicts in the Workplace
 - Define Confrontation
 - Role of Managing Conflict
 - Conflict Resolution Strategies
- Conflict Styles
 - Different Styles of Conflict
 - Ways of Dealing with Conflict
 - Impact of Different Conflict Styles
- Process for Managing Conflicts
- Influencing and Assertiveness Styles
- Conflict Resolution Activities
- Action Planning and Reflection

FACILITATOR

RACHEL KHOR is a Certified NLP Trainer, PSMB Certified Trainer & a Certified Hypnotherapist. Besides being a EQ Trainer, she is also a Master Trainer in Customer Service, Communication & Negotiation Skills trained in USA & Australia. She has honed & fine-tuned her training skills & techniques over a period of 18 years of varied business experiences as well as running her own event management company. She holds a degree in Business Studies from the University of Bradford (UK). She is a Master Trainer in Mind Mastery, Silva Mind Method, Mind Frame Techniques, Edward De Bono's Creativity & Lateral Thinking courses. She is also trained in various areas of Leadership & Stephen Covey's Habits of Highly Effective People. She is a keen practitioner of Mind Mapping & Mind Power strategies by Tony Buzan. She is also trained in Sales Dog Training, Millionaire Mindset & Guerrilla Business Intensive. She has been coached & trained with some of the best world class trainers, business gurus, leading coaches & entrepreneurs including Anthony Robbins, Robert Kiyosaki, Blair Singer, Harv Eker, John Maxwell, Jay Abraham, Joel Roberts (communication guru), Dr Joe Vitale (hypnotic marketing), Jose Silva, Burt Goldman, among many others. She uses all her training & knowledge in neuro linguistics programming, hypnotherapy, laws of attraction, mind mastery, principles of success, science of getting rich, psychology, human behavior analysis, coaching, counseling & years of training to deliver the RESULTS DESIRED EVERY TIME. She is also backed by 18 years of top management corporate experience & exposure having worked for both public organisations as well as private companies in Australia, UK, Singapore, Indonesia, Thailand & Malaysia. Rachel is an extremely creative, dynamic, charismatic, humorous & versatile trainer who has fantastic rapport with the participants she trained with excellent communications skills. She always receives rave reviews & excellent ratings from the participants she trained. She achieves this by ensuring her training is relevant, highly interactive, exciting, stimulating & inspiring - made fresh with new ideas & concepts. Her *Unique Selling Point* is her creative approach to training & her ability to make the training unique, enjoyable yet rewarding & practical with easy to understand as well as easy to practise techniques, strategies & tactics. What she teaches can be immediately applied back at the office for immediate results. She mixes no nonsense pragmatic information with creative mind power & mindset changing strategies to make the course powerful & results oriented.

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.

REGISTRATION FORM

Leading Conflict Resolution and Collaboration at the Workplace

January 18 - 19, 2021 (Wednesday-Thursday)

FMM Selangor & Kuala Lumpur Branch

The Manager
FMM Institute
Tel: 03-55692950/4471/4171
Fax: 03-55694346
SST No:W10-1901-32000105

Please tick (√) accordingly:
PSMB Scheme: **SBL** **Non Contributor**
Require vegetarian meal: **Yes** **No**

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

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

Nationality **IC / Passport No.**

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

Nationality **IC / Passport No.**

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

Nationality **IC / Passport 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.: _____