



LEARNING TO DEFUSE AND RESOLVE WORKPLACE EMOTIONS

DECEMBER 6-7, 2023 | 9.00AM – 5.00PM | FMM SELANGOR & KUALA LUMPUR BRANCH

OBJECTIVES

- Recognize the dangers and destructive aspects of suppressed negative emotions
- Acquire insight into the "fight or flight" response that triggers negative emotions
- Learn about helpful and unhelpful ways of dealing with the realities, root causes, hot buttons and triggers of your emotions when place under tremendous physical or psychological stress
- Gain a better understanding of anger and the natural anger cycle
- Discover some productive ways of "blowing off steam"
- Obtain practical strategies to improve home and work life by managing emotions better before they go uncontrollable
- Analyze one's job and how to spot physiological warning signals and signs
- Produce a new positive line of thinking with Self Talk Therapy, Visualization, Mind Frame, Alternative Breathing, Rational Emotive Behaviour Therapy, Emotional Freedom Techniques
- Master key strategies and techniques to change emotional state effectively - Reframing, Changing Focus, Changing Physiology, Changing Beliefs and Values, Changing Thoughts
- Learn to change patterns and implement new methods though intention setting as well as techniques for improving skills
- Attain and put it all together with a practical action plan

CONTENTS

- You're Not Thinking Straight - How Negative Emotions Affects Clarity and Perception (Especially Anger and Frustration)
- Identifying And Articulating Hidden Emotional Triggers - Understanding What Sets You Off
- Healthy Coping and Gaining Control - Making and Seeking Intelligent Options
- Blowing Off Steam - Anger Management Techniques
- Handling Stress, Frustration and Worry
- Turning It Into Fuel: How to Successfully Metabolize Negative Emotions and Harness the Power of Emotional Intelligence
- Step By Step - Self Regulation, Self-Management and Self Checks

WHO SHOULD ATTEND?

Clerical & Administrative staff

Date : December 6-7, 2023

Time : 9.00am – 5.00pm

Venue : Remote Online Learning via Zoom

Fees : FMM Members – RM 1,272 per participant
Non-Members – RM 1,484 per participant

(inclusive of 6% service tax)

(Fees include course materials and Certificate of Attendance)

FACILITATOR

Ms. Rachel Khor is a Certified NLP Trainer, PSMB Certified Trainer & a Certified Hypnotherapist. Besides being an 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 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.

For further enquiries, please contact:

Siti Nazihah / Azrini

FMM Institute

Selangor & Kuala Lumpur Branch

Tel: 03-55692950 / 4171 / 4471 Fax: 03-55694346

Email: siti_nazihah@fmm.org.my / azrini@fmm.org.my

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

REGISTRATION FORM

LEARNING TO DEFUSE AND RESOLVE WORKPLACE EMOTIONS

DECEMBER 6-7, 2023 (WEDNESDAY-THURSDAY)

FMM SELANGOR & KUALA LUMPUR BRANCH

FMM Institute Selangor (SST No: W10-1901-32000105 | CO ID: 475427W_SELANGOR)

Email: siti_nazihah@fmm.org.my / azrini@fmm.org.my

Tel: 03-55692950/4471/4171

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

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)

Disclaimer

Registration is on a first-come first-served basis. 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 programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

- We will be claiming **from HRD Corp** and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.
- We will **NOT BE CLAIMING** from **HRD Corp**. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No 5-62106-64719-2

Submitted by:

Name: _____ Designation: _____ E-mail: _____

Company: _____ FMM Membership No.: _____

Address: _____

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

My Corporate Identity No.: _____