

# CONFLICT RESOLUTION- MANAGEMENT AND NEGOTIATION SKILLS FOR COMPANY SECRETARIES

Deploying science of intellectual acuity and influence in  
conflict resolution-management and negotiations.

## COURSE INTRODUCTION

Conflict resolution-management and negotiation are a feature of our current reality. Causes of conflict may range from philosophical differences, divergent goals, to power imbalances. Inappropriately managed workplace conflicts and unresolved disputes impact upon organisational effectiveness. Potentially draining valuable talent resources, effective productivity, and motivation. Unmanaged, or poorly managed conflicts, generate breakdown in trust and productivity that signals the eventual death of a business cohesion. Conflict resolution-management and negotiation include handling situations in which conflict is already overt, as well as those in which it is latent. Situations may include efforts to enter into contracts, forge partnerships, seek to become change agents or amend relationships. Encompassing personal, inter-personal, structural, or business issues within the organisation or in the public sphere.



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## COURSE OBJECTIVES

Designed with the company secretary (COSEC) ecosystem in mind, this programme aims to empower its participants with greater confidence, acuity and influence to exercise conflict resolution-management and negotiation skills at their workplace and personal life. Also, to further hone their ability to solve problems and make decisions via negotiation, mediation, arbitration or litigation.

## COURSE CONTENTS

### Day 1

- **Negotiation overview:**  
The negotiation framework and fundamentals. Managing barriers and difficulties.
- **The winning formula:**  
Goals, mindset and resources preparation. Communication and interpersonal effectiveness.
- **Assessing the other party:**  
Circle of influence and behavioural styles. Managing power concerns and strategies.
- **Conflict assessment:**  
Styles, stages and sources of conflict. Key questions and tools of conflict analysis.

### Day 2

- **Dealing with conflict:**  
Assessing the mine field. Attitude, modes, strategies, techniques.
- **Negotiation strategies:**  
Negotiation tactics and strategies. BATNA-EATNA-ZOPA.
- **Influence and persuasion:**  
LANCER, acuity and emotional framing. Principles of suggestion.
- **Seal the deal:**  
WIIFM-WIIFY. Managing the follow-through.

## LEARNING OUTCOMES

By attending this course, participants learn to:

- Overcome fear of conflict resolution-management and negotiation by building self-esteem, confidence, assertiveness.
- Deploy acuity, empathy, influence, persuasion tactics as a conflict resolution-management and negotiation advantage.
- Assess subconscious minds of the other party to gain advantage over negotiation or mediation process.
- Identify critical errors and blockages that reduce negotiation effectiveness.
- Face up to the challenge of handling rejections, objections, conflicts and intricacies of people management.

## TRAINING METHODOLOGY

- Seminar conduct shall focus on impact, highly-participative, experiential learning with whole-mind, whole-body, whole-person experience.
- Speed and enhanced learning promoted through relevant games, exercises, sharing, case studies and simulations.
- Non-theoretical lectures interwoven into sessions give emphasis to energise, demechanise and rehumanise whole learning process while seeking to reform limiting beliefs and past conditioning.
- Ignite participants' full mental and psychological powers for thinking, problem solving, innovation and learning, with whole organisational life in mind.

## WHO SHOULD ATTEND

The entire COSEC ecosystem - company secretaries, company directors, corporate consultants, business leaders, entrepreneurs and professionals desirous of capabilities enhancement, leadership and personal development.



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## ABOUT THE TRAINER

### International Masterclass

**Trainer-Coach-Motivator | Author | Firewalker  
DC-Certified International Masterclass  
Trainer-Coach in Directive Communication™  
Psychology**

Creative, energetic and vibrant **LENAg haz**, is Asia's award-winning thought catalyst in Creative Intelligence & Transformational Thinking, and Innovation Leadership & Organisational Development. Founder-CEO of LENAg haz Energetics Worldwide, her formative career portfolio encompasses 25 award-winning years in Creative Directorship and Consultancy at local and international advertising outfits in Asia, and the United Kingdom. LENAg haz is a DC-Certified Trainer-Coach in Directive Communication™ Psychology at Directive Communication International (DCI) Asia. A Certified Professional Member of the American Institute Of Business Psychology (AIOBP), and a Certified Professional Trainer of the Global Trainers Federation. LENAg haz was conferred Asia's Extraordinary Trainer Award by Directive Communication International (DCI) Asia on her outstanding training performance for the Russian-Kazakh Heads and Administrators of the Government of Kazakhstan. LENAg haz was also awarded Outstanding Trainer at Directive Communication International (DCI) Asia's Train-The-Trainer program in 2016. She is an Author, and a Certified Firewalker from the Tony Robbins Life and Wealth Mastery University. Having earned a host of world-class professional accolades and masterclass certifications to her merit over a wealth of 33 years professional training and coaching.



Online

## ADMINISTRATIVE DETAILS

Date	25 – 26 September 2024
Venue	Virtual platform
Time	9.00AM – 5.00PM
Training Methodology	As stated above
Fee	RM1,000.00 Standard RM800.00 Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak.
SSM CPE Points	16 Points



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## HOW TO REGISTER?

### STEP 1

Strictly via online registration at <https://e-comtrac.ssm.com.my> 

### STEP 2

#### NEW USER (First Time Login)

- Click on **SIGN UP**
- Key in **REGISTRATION INFORMATION**
- Click on **REGISTER**
- Key in **USERNAME** and **PASSWORD**

#### EXISTING USER

- Key in USERNAME and PASSWORD
- Click on SIGN IN

### STEP 3

- Select training
- Check on Available Seat
- Click on Add Participant
- Key in participant's information
- Click on Submit
- Check participant's details
- Click on Submit Payment

Note: Please submit your application within 15 minutes. Otherwise the system will automatically cancel your transaction and you will lose your seat(s). Please re-apply if you wish to proceed. Full payment shall be made at the point of registration.



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## TERMS & CONDITIONS FOR REGISTRATION OF TRAINING PROGRAMMES UNDER COMTRAC

### Payment Mode

- All training programmes registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, participant is deemed to have read and accepted the terms and conditions herein.
- Payment by cash and cheque is not acceptable effective from January 2021.

### Webinar Access Link

- A notification e-mail with the webinar access link will be sent at least 24 hours before the commencement of the webinar.
- The access link is unique for registered participants and should not be forwarded or shared with others.

### Certificate of Attendance

- Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received.
- A participant is allowed to attend **ONE** programme per day to be eligible for certificate of attendance. Request for refund will not be entertained if you have registered for more than one programme per day.
- SSM will charge an administrative fee of RM30.00 per copy for any replacement of certificate due to errors in name or identification card number wrongly filled by participant / representative during registration or loss of certificate, etc.

### Cancellation / Absent

- No refund will be given to participant who failed to attend the programme.
- Replacing registered participant is not allowed.

### Transfer

- Transfer of registration fee to another training programme is not allowed.

### Human Resources Development Corporation

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. All trainings are claimable under SBL Scheme subject to HRD Corp approval. Participant's employer needs to apply for grant at least one day before the commencement of training.

### Personal Data Protection Notice

Your personal data and other information provided in this application and including any additional information you may subsequently provide, may be used and processed by COMTRAC/SSM as a reference in future to communicate with you on our training programmes/events. In line with the Personal Data Protection Act 2010, we wish to obtain your agreement and consent for using your personal data. If you do not consent to the processing and disclosure of your personal data, you should send an e-mail to us at [comtrac@ssm.com.my](mailto:comtrac@ssm.com.my).

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### Exclusion of Liability

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### Disclaimer

SSM reserves the right to cancel the programme, change date(s), venue(s), speaker(s) or any other changes due to any unforeseen circumstances that may arise without prior notice to participants. SSM also reserves the right to make alternative arrangements without prior notice. SSM accepts no responsibility for death, illness, injury, loss or damage of any property belonging to, or financial loss by any persons attending the programme, whatever the cause. SSM shall not be responsible for any costs, damages or losses incurred by participants due to the changes and / or cancellation. SSM is not responsible for the integrity of participants' computer or device, your internet signal bandwidth, or any other consideration outside of the control of SSM.

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All information contained in the brochure is correct and accurate at the time of publication.

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## COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

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