

MANAGING CHALLENGING COMMUNICATION

Strategies to master delicate or emotionally-charged communication in challenging situations.

COURSE INTRODUCTION

The ability to deal with difficult conversations effectively and achieve desired communication outcomes while maintaining professional business relationships are invaluable skills. Challenging situations often arise during delicate discussions, deadlock disagreements, press conferences, presentations, even handling the difficult boss! Concerned if the other party might react defensively to what we have to say, we often dread handling difficult communication. We constantly avoid conflicts or potentially stressful situations by putting off the communication, letting the situation fester. This often leads to feelings of frustration, guilt, anger, annoyance, non-closure, compromised self-esteem, and ultimately, increased stress and anxiety. Planned difficult communication are better controlled with desired outcomes as we think and prepare appropriately about how others may react.

COURSE OBJECTIVES

Designed with the Company Secretary ecosystem in mind, this course aims to subdue the raging fires of misunderstood intentions, poor judgements, or misaligned communication by pre-empting and rationalising the minds of the other party. Converting negative thoughts and emotions to positive communication that potentially ease stress and anxiety.

COURSE CONTENTS

Day 1

- **Understanding difficult people:** Characteristics and behaviour of difficult people. Oppressors, egoists, and dramatists.
- **Communicate to connect:** Understand people by the way they think. Expectations and relationship management.
- **Creating favourable atmosphere:** Identifying difficult communication situations. Handling nerves and emotional temperatures.
- **Strategies to handling difficult people:** Expert tactics for dealing with difficult people. Managing multi-generational operating systems.

Day 2

- **Take interest to understand:** Active listening and reflecting. Questioning skills and techniques.
- **Expressing thoughts and feelings:** Responses, feedbacks, and clarification. Assertiveness and negotiation.
- **Trust, rapport and relationship building:** Empathy, sympathy and compassion. Tact, diplomacy and sensitivity.
- **Moving forward:** Who's really the difficult one? Introspective reflection and self-control.

LEARNING OUTCOME

By attending this course, the participants will be able to:

- Understand what makes conversations difficult and prepare effectively for them.
- Initiate and conduct skilled conversations leading to behavioural change.
- Identify and alter unproductive conversational habits from reaction to response.
- Move from an adversarial to a collaborative approach in conflict resolution.
- Develop active listening-questioning skills and positive language techniques for engaging conversations.

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

ABOUT THE TRAINER

LENAg haz

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 29 years professional training and coaching.

ADMINISTRATIVE DETAILS

DATE	PLATFORM	EVENT CODE
8 - 9 December 2021	Webinar @ Microsoft Team	169/21/CEP/WEB
Time	9.00 a.m. - 5.00 p.m.	
Training Methodology	As stated above	
Fee	RM1,000.00 Standard RM800.00 Licensed Secretary, Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Assoc. & Advocates Assoc. of Sarawak.	
CPE points	16	