

2022

SSM Webinar



MANAGING CONFLICT

Skills in Handling Conflict in the Workplace

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COURSE INTRODUCTION

Workplace conflict can appear in many forms. The Principles of Individual Differences dictate that people have differing goals, values, expectations, interest, motivation and the ways they would like to be treated. Working together with all these differences create conflict among people. Having unresolved conflict would be costly to organisation when employees have to work harmoniously and collaboratively among teams.

In this workshop, you will learn different strategies for managing conflict effectively, in order to build stronger relationship and minimise the negative impact on performance and productivity.

COURSE OBJECTIVES

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

- Gain a thorough understanding of the sources, causes and types of conflict.
- Understand different personal styles at work and how conflict can happen.
- Recognize the emotional needs of people by observing their behaviours.
- Apply different styles to communicate and work better with others.
- Learn the five main approaches to conflict resolution and
- Master all the six steps in conflict resolution process.

COURSE CONTENTS

Conflict – Is It All Bad?

- What do we mean by conflict?
- The causes of conflict – within a team, and between teams.
- Common ineffective ways of dealing with conflict.
- Different types of problem people.

Understanding Others' Personal Styles

- How others perceive me and a matrix to understand others?
- Interpersonal needs of each style.
- How each style reacts in conflict situations?.
- Different strokes for different folks: how each style like to be treated.

Resolving Conflicts

- Identify the five (5) common conflict resolution approaches and when to use them.
- Appropriate assertive technique for self.
- Principles of collaboration.

Building Collaboration and Trust

- Understanding conflict – build collaboration.
- Trust building – three (3) steps of trust and four (4) elements of trust.
- Utilizing empathy to resolve conflict.

Conflict Resolution Process

- Six (6) steps in conflict resolution.
- Decision to intervene.

WHO SHOULD ATTEND

This course is suitable for managers, executives and staff of all levels in the organization.

ABOUT THE TRAINER

Joelyne Chong holds a Master of Business Administration from Edinburgh Business School, Heriot-Watt University, UK and a Graduate Diploma of Marketing from The Chartered Institute of Marketing, UK. She also has a Certificate in Talent, Competency & Succession Management from Pennsylvania State University, USA.

As a consultant and trainer for more than 18 years, she has wide experience in the area of human resources development. Her last held position was the Head of Capabilities Development in a JV of a Fortune Global 500 company and was in the HR team to implement an organization-wide management transformation. Before that, she was the Chief Country Manager of a start-up training and consulting company in Shanghai, lead a team, held bottom-line responsibility and built a successful business from scratch.

She has served a wide range of clients, both in Malaysia and China; a partial list of her clients includes CapitalLand China, China Eastern Airline, GlaxoSmithKline, Nokia China, APL Shipping, Schneider Electric, Credit Guarantee Corporation, Proton Edar, Honda Malaysia, Bank Islam, BSN, Sunway Group, Danone Dumex, MDEC, MMC Corporation, Edra Power, Elektrisola Malaysia, Petronas Chemicals MTBE, Kaneka Malaysia, Bosch ASEAN, UEM Edgenta, Dialog Group, and many others.

MANAGING CONFLICT: Skills in Handling Conflict in the Workplace

ADMINISTRATIVE DETAILS

Date	24 August 2022
Platform	Virtual platform
Time	9.00 am - 5.00 pm
Training Methodology	This course uses experiential training methods including exercises, group discussion, activities, and group presentation.
Fee	RM500.00 - Standard RM400.00 - Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Assoc. & Advocates Assoc. of Sarawak.
SSM CPE Points	8 points

HOW TO REGISTER?

1

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

2

NEW USER (First Time Login)

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

EXISTING USER of SSM EzBiz

- Key in USERNAME and PASSWORD
- Click on SIGN IN

3

- Select event code: XXX/22/CEP/WEB
- 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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for Registration of Training Programmes under COMTRAC

All registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, you are deemed to have read and accepted the terms and conditions.

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.

No walk-in is accepted and no admission to the training programme without the confirmation slip for classroom training.

Webinar Access Link

A notification e-mail with the webinar access link will be sent at least 1 day 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. 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

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Human Resources Development Corporation

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

COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

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