



KEMENTERIAN PERDAGANGAN DALAM NEGERI  
DAN KOS SARA HIDUP



SURUHANJAYA SYARIKAT MALAYSIA  
COMPANIES COMMISSION OF MALAYSIA

20  
23

SSM TRAINING

# MANAGING CHALLENGING COMMUNICATION

STRATEGIES TO MASTER DELICATE OR EMOTIONALLY-CHARGED  
COMMUNICATION IN CHALLENGING SITUATIONS

# MANAGING CHALLENGING COMMUNICATION

## 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 OBJECTIVE

Designed with the Company Secretary ecosystem in mind, program 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 CONTENT

### 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, participants learn 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.

# MANAGING CHALLENGING COMMUNICATION

## 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 31 years professional training and coaching.



Classroom

### ADMINISTRATIVE DETAILS

<b>Date</b>	8 - 9 November 2023	
<b>Venue</b>	Virtual platform	
<b>Time</b>	9.00 am - 5.00 pm	
<b>Training Methodology</b>	As stated above	
<b>Fee</b>	RM1,000.00	Standard
	RM800.00	Licensed Secretary Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak
<b>SSM CPE Points</b>	16 points	

# MANAGING CHALLENGING COMMUNICATION

## 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 of SSM EzBiz

- 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.

# MANAGING CHALLENGING COMMUNICATION

## 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 for 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.

### 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).

### Human Resources Development Corporation

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. This training is claimable under SBL Scheme (employer needs to apply for grant at least one day before the commencement of training).

### Copyrights

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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.

SSM shall not be responsible for any problems or technical malfunction, including, without limitation, the acts, omissions, problems or malfunctions of any telephone network or lines, computer online systems, servers, computer equipment, software, failure of e-mail, traffic congestion on the internet or at any web or combination thereof.

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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