SURUHANJAYA SYARIKAT MALAYSIA
COMPANIES COMMISSION OF MALAYSIA

2026

SSM TRAINING

HANDLING BOARDROOM TUSSLE & TENSION: A WORKSHOP FOR COMPANY SECRETARIES

COURSE INTRODUCTION

Disagreement in boardroom is unavoidable. A good board includes a diverse group of people who consider, deliberate and debate on various issues with an aim to reach consensus decision. Despite having rules and procedures to promote orderly and productive meetings, disagreement and disputes may arise and intensify. And as consequence, the board may be paralyzed and affect the company's operation and survival. As a Company Secretary, do you have the required skills to handle tussle and tension at the boardroom? Company Secretary as an advisor to the board, works closely with the company's board of directors, its CEO and senior officers by providing advice on board best practices and governance framework and supports the boards in carrying out its fiduciary duties. Handling boardroom tussle and tension is part and parcel of the Company Secretary's role.

HANDLING BOARDROOM TUSSLE & TENSION: A WORKSHOP FOR COMPANY SECRETARIES

COURSE OBJECTIVES

This workshop aims to train company secretaries to identify potential conflict and disagreements at board meetings and to equip them with the right skills to moderate boardroom tussle and to ease tension.

LEARNING OUTCOMES

By attending this programme, participants will be able to:

- Explore the role of secretary and learn how to manage differing interests within the boardroom.
- Acquire techniques and hands-on experience for moderating boardroom tussle.
- Enhance your understanding of multiparty power dynamics and the negative/positive effects of tussle.

COURSE CONTENTS

- Identify potential conflicts.
- Preparation prior to meeting to avoid confrontations.
- Seek assistance/support from external sources.
- Ways to dismiss tussles and ease tension.
- Follow-up actions post meeting.

WHO SHOULD ATTEND

Company secretaries, compliance managers, corporate advisors, corporate affairs and officers who deal with the Board.

ABOUT THE TRAINER

Samantha Tai Yit Chan is the Chief Executive Officer of Boardroom Malaysia and Managing Director of Asia, Corporate Secretarial, Boardroom Group. She has more than 30 years of experience in corporate governance and the corporate secretarial industry providing trusted advice on corporate needs to leaders in Malaysia and around the region. Samantha also holds directorships in Malaysian Alliance of Corporate Directors (MACD) and is also a member of the TAR UMT Thought Leadership Committee and Chartered Secretaries and Administrators (MAICSA).

ADMINISTRATIVE DETAILS

Date	26 March 2026 24 September 2026	
Venue	Virtual platform	
Time	09.00 am – 05.00 pm	
Training Methodology	Lecture, case laws, discussions.	
Fee	RM550.00	Standard
	RM450.00	Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak.
SSM CPE Points	8 points	

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HOW TO REGISTER?

STEP 1

Strictly via online registration at **www.ssm4u.com.my/ecomtrac**

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 TRAINING PROGRAMMES

PROGRAMME FEE

- Fee is payable to SURUHANJAYA SYARIKAT MALAYSIA.
- Admittance to training programme shall be granted only upon registration and full payment is received.

PAYMENT MODE

- Registrations and payment for training programmes MUST be made through online at e-COMTRAC (www.ssm4u.com.my/ecomtrac). Upon submitting the registration application, participants are deemed to have read and accepted the terms and conditions herein.
- Payment by cash and cheque is not acceptable effective from January 2021.

CLASSROOM TRAINING

- For classroom-based training, a confirmation e-mail will be sent to participants at least 1 working day prior to the programme.
- Participants are required to present Malaysia's identification card and foreign participants are required to present passport at the registration counter for verification and admission to training programme.
- Admittance may be denied upon failure to present identification card / passport.

LIVE WEBINAR TRAINING

- A notification e-mail with the webinar access link will be sent to participants at least 1 working day prior to the webinar.
- The access link is unique for registered participants and should not be forwarded or shared with others.

E-LEARNING TRAINING

- Upon successful registration, an email will be sent containing the access link to the pre-recorded webinar and accompanying material will be sent on the start date of the programme.
- Access will be available for a fixed duration of seven (7) days starting from the session's commencement date. After this period, the link will expire, and access to the webinar and materials will no longer be available.

CERTIFICATE OF ATTENDANCE

- Upon full attendance of the programme and payment is received, participants will be issued an e-Certificate of Attendance.
- Participants can download the e-Certificate of Attendance from e-COMTRAC platform in three (3) working days after the programme or in seven (7) working days for conference / symposium. Please take note that the certificate is available for download up to 30 days from the conclusion of the programme. An administrative fee of RM30.00 per copy is chargeable for downloading the certificate after the 30th day. 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 will incur a fee of RM30.00 for reissuance.

CANCELLATION / ABSENT

- No refund will be given to participants 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.

HUMAN RESOURCES DEVELOPMENT CORPORATION

SSM 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.

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EXCLUSION OF LIABILITY

The speaker(s) or trainer(s) is independent and shall not represent SSM, act as its agent or otherwise represent that their personal views are endorsed by SSM. The assessments and views expressed during the programme are entirely the speakers'/trainers' own. SSM shall not be liable for whatever circumstances arising from any engagement between the speaker(s) or trainer(s) and the participant(s).

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 dues 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.