


# UNDERSTANDING & WORKING EFFECTIVELY WITH COLOURFUL PERSONALITIES



 Lost World Of Tambun, Perak

## COURSE INTRODUCTION

The basic of human psychology is if we label someone to be difficult, that is exactly how we are going to treat them; as if they are difficult. In turn, do we realise that someone might label us as a challenging character too? Each person is unique and comes with character traits of their own, different shades of personalities, contrasting likes and dislikes from us and that's what makes an organisation interesting.

The most common issue is, we have expectations that people should behave, respond or conduct themselves in a certain way. Truth is, it is not up to us. How we communicate and interact with them is what gives us an opportunity to create solid relationships in the workplace.

This is an open and honest programme that does not sugar coat the differences between people. It is designed to be candid, and expose how we are so different from each other, and that is a fact to be appreciated and nurtured.

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## COURSE OBJECTIVES

- Improve human relations based on a person's communication style.
- Elevate their influential image and impact on the organisation.
- Create and maintain genuine rapport.
- Managing objections while influencing others.
- Refine your communication skills with the NLP communication model.
- Eliminate the usage of negative phrases.
- Adopt empowering language patterns when communication with peers and superiors.
- Acknowledge the importance of communicating and working according to different generations at work.
- Able to manage emotions well, understand why people behave the way they do.
- Manage disagreements professionally.
- Dealing with colourful personalities.

## COURSE CONTENTS

### MODULE 1: How Do We Become Us?

- The circles of human competencies: from young till now: our personalities & 'intelligence'.
- The development of human norms and values.
- How to find out what their primary objective / outcome is (the answers may surprise you!).
- Values elicitation.
- Demonstration session: value elicitation for the situation.
- Understanding your own value system.
- Sorting their values and making sense of the final list.
- Work with a partner: understanding what motivates someone.
- Behavioural competencies and technical competencies.
- Individual activity: completing the circles of competencies chart.
- Activity: I like to move it move it! (finding common personality differences in the workplace).

### MODULE 2: The Foundation of Communication: Understanding Differences

- The concept of proactive communication.
- The psychology of people in the corporate world in 2025.
- The NLP model of communication: why we all think / react differently in the same situation?
- Practical methods to apply the communication model.
- Experimental memory test to prove the theory of proactive communication.
- Appreciating the different belief systems.
- Group brainstorming session.
- One of the top reasons that contributes to conflicts in the workplace.

### MODULE 3: The Principles & Practical Methods of Collaboration to Manage Various Personalities

- Building rapport with everyone—even with people you don't like.
- Why is rapport important for all relationships?
- Choosing the right mediums method for proactive communication (face to face, phone, email or whatsapp?).
- Quick rapport building techniques for today's world even if you are an introvert.
- Speed raps: fun rapport building exercise.
- Representation systems (& quiz).

### MODULE 4: Communicating and Working with 8 Different Personality Types

- Working with introverts & extroverts.
  - Activity: organising an event.
  - Best practices when communicating with them.
- Working with sensors & intuitors.
  - Activity: dealing with information.
  - Best practices when communicating with them.
- Working with thinkers and feelers.
  - Activity: corporate restructuring.
  - Best practices when communicating with them.
- Working with judgers and perceivers.
  - Activity: dealing with deadlines.



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## LEARNING OUTCOMES

By attending this course, participants learn to:

1. Identify and understand their own personal values, competencies, and personality traits.
2. Recognize and appreciate the values, motivations, and competencies of others.
3. Differentiate between behavioral and technical competencies and their impact on workplace performance.
4. Understand how personality differences influence communication, collaboration, and decision-making.
5. Apply proactive communication techniques to reduce misunderstandings and conflicts.
6. Build rapport effectively with diverse personality types, including challenging colleagues.
7. Select and use appropriate communication mediums (face-to-face, email, phone, messaging) for different situations.
8. Apply best practices for interacting with the 8 key personality types in professional contexts.
9. Recognize their default communication and emotional response patterns, and practice techniques to manage stress and react constructively.
10. Facilitate emotionally agile interactions within teams, promoting collaboration, engagement, and conflict resolution.

## TRAINING METHODOLOGY

- Online lecturettes
- Group brainstorming session via breakout rooms
- Videos
- Demonstrations
- Experimental Memory Test
- Personality Assessment
- Virtual Rapport Building
- Partner Activity for Values Elicitation
- Self-Reflection Session

## WHO SHOULD ATTEND

Suitable for executive, middle management and senior management.



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## ABOUT THE TRAINER

**Sri Devi Panchacharam**, who has trained notable CEOs and their teams across Malaysia, also conducts free seminars which are open to everyone across all walks of life, with the intention of empowering as many individuals as possible. As a Certified Master Coach, she also offers coaching sessions to her participants who need that extra boost to achieve their goals. During her Master certification programme which was attended by more than 18 nationalities across the world, she was awarded the title, 'NLP Super Star'. Sri is also one of the 22 Certified NLP Trainers in Malaysia by the American Board of NLP.

Sri has been invited as a guest speaker at events hosted by CPA, the Pandenomics, organised by Sunway University in June 2021, MBMR Retreat 2019 (A Talk on Understanding Minds; attended by the Board of Directors & top management team), as a guest speaker for Canon's Regional Master Promoters Conference in 2018 and at the Malaysian National Assistant to the CEO Apex 2013.

### Things That Bring Her Contentment & Balance

She is an avid reader and hiker who has completed the Everest Base Camp & Annapurna Base Circuit in Nepal, summited Mount Kinabalu twice and trekked other local mountains such as Gunung Datuk, Gunung Belulut, Gunung Lambak, Bukit Kutu and other trails. She is also an Open Water Certified Diver.

## ADMINISTRATIVE DETAILS

<b>Date</b>	13 - 14 May 2026	
<b>Venue</b>	Virtual Platform	
<b>Time</b>	09.00 am – 05.00 pm	
<b>Training Methodology</b>	As above	
<b>Fee</b>	RM1,100.00	Standard
	RM900.00	Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak.
<b>SSM CPE Points</b>	16 points	



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## HOW TO REGISTER?

### STEP 1

Strictly via online registration at [www.ssm4u.com.my/ecomtrac](http://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](http://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](mailto: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.

### COPYRIGHTS

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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 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.

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