

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 is an invaluable skill. Concerned if the other party might react defensively to what we have to say, we often dread handling difficult communication. Challenging situations often arise during delicate discussions, deadlock disagreements, press conferences, presentations or even handling a difficult staff. We constantly avoid conflicts or potentially stressful situations by putting off the communication and letting the situation fester. This often lead to feelings of frustration, guilt, anger, annoyance, non-closure, compromised self-esteem and ultimately, increased stress and anxiety. A planned difficult communication are better controlled with desired outcomes as we think and prepare appropriately about how others may react.

COURSE CONTENTS

Day 1

- Understanding difficult people - Characteristics and behavior of difficult people oppressors, egoists, and dramatists.
- Communicate to connect - Understand people by the way they think expectations and relationship management.
- Creating favorable atmosphere - Identifying difficult communication situations and handling nerves and emotional temperatures.
- Strategies to handling difficult people - Expert tactics for dealing with difficult people and 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.

METHODOLOGY

- High 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.

LEARNING OUTCOMES

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.

WHO SHOULD ATTEND

Corporate professionals who want the skills to communicate in a positive and professional manner no matter what the situations.

ABOUT THE TRAINER

Lena Ghaz is Asia's award-winning thought catalyst in Creative Intelligence & Transformational Thinking and Innovation Leadership & Organisational Development. Founder-CEO of LENAGhaz 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. Lena 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. Lena 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. Lena 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.

DATE	VENUE	EVENT CODE
2-3 November 2020	Menara SSM@Sentral, Kuala Lumpur	CEP/KL/20/108
Time	9.00 am – 5.00 pm	
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.	
SSM CPE Points	16	

Fee inclusive of certificate of attendance, seminar materials and refreshment.



Use one form for each participant. Print or type clearly. This form can be downloaded from SSM's website at www.ssm.com.my. Kindly make copies if more forms are needed. Please register me for the below programme:

DATE	EVENT CODE	PROGRAMME
2-3 November 2020	CEP/KL/20/108	MANAGING CHALLENGING COMMUNICATION

PARTICIPANT DETAILS: *(All details must be completed)*

Name _____ I/C No. _____

Licensed Secretary No. _____ SSM PC No: _____

Professional Body Name & Membership No. _____

Designation _____

Company _____

Address _____

Office Tel. No. _____ Fax No. _____ Mobile No. _____

Email Address _____
(Please provide your e-mail address as registration confirmation is sent to you via e-mail.)

Tax Invoice to be issued in the name of _____

Name of HR personnel _____ Tel. No. _____

Vegetarian Meal Other Diet _____

Payment by cheque no. _____ amount RM _____

PAYMENT TERMS

- Fee is payable to **SURUHANJAYA SYARIKAT MALAYSIA**.
- Payment can be made in cash, cheque, bank draft, credit card, postal order or money order.
- Each programme fee must be paid separately.
- Only cheque issued by company/firm can be accepted. Companies/Firms that issue a non-valid cheque will be blacklisted.
- Personal cheque will not be accepted.
- On the reverse of each instrument of payment, please indicate the participant(s) name (maximum 5), License Secretary no./Professional Body name (if any), programme date and event code.
- Attach with a copy of the Registration Form (if payment made before the programme date) or Invoice (if payment made after the programme date) when submitting payment.
- Payment can be made at SSM, Level 17, Menara SSM @ Sentral, Kuala Lumpur and at all SSM branches in Malaysia.

PROGRAMME FEE

Fee is inclusive of certificate of attendance issued by the Companies Commission of Malaysia (SSM), training materials, refreshments and lunch (where applicable).

FAX OR EMAIL YOUR REGISTRATION FORM WITH PAYMENT RECEIPT TO:

COMTRAC & Knowledge Management Division, Level 12, Menara SSM @ Sentral, 7 Jalan Stesen Sentral 5, Kuala Lumpur Sentral, 50623 Kuala Lumpur
Tel: +(603) 2299 4440 (Zakhir) / 4441 (Priya) / 5308 (Fuza) Fax: +(603) 2299 4451 / 4452 Email: comtrac@ssm.com.my

TERMS & CONDITIONS

Registration is on a first-come-first-served-basis. No walk-in accepted. All registrations MUST be submitted to SSM accompanied with the full payment five (5) working days before the programme. Admittance will not be permitted unless payment or letter of guarantee is received. Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received.

Cancellation

No refund is entertained if participant decide to cancel their registration but a substitute is welcome. Written notification of substitute's name must be received by COMTRAC at least three (3) working days prior to programme. Any difference in fee will be charged accordingly. In cases of cancellation/postponement of programme by COMTRAC, the registration fee will be refunded.

Transfer

No refund is entertained if participant fails to attend a programme. Transfer of registration fee to another programme is not allowed.

Replacement Of Certificate

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.

DISCLAIMER

SSM reserves the right to cancel 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. Upon submitting the registration form, you are deemed to have read and accepted the terms and conditions.

PSMB

Suruhanjaya Syarikat Malaysia is registered as a training provider with PSMB under KERAJAAN1846.

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 get 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.