

# WOMEN'S INSTITUTE OF MANAGEMENT

(INSTITUT PENGURUSAN WANITA (WIM) ) (Company No. 264164-K)

(A Non Profit Company Limited by Guarantee and Without Share Capital)

## Managing Conflict Gracefully

Most people in furtherance of their career or business spend most of their time at work more than the time they want to have with their family and loved ones.

With such number of hours with each other at work, conflict can easily occur in the environment. Unless dealt with effectively, conflict can lead to breakdown in relationships and deterioration in job performance.

Especially for companies, lack of conflict resolution will result in loss of revenue opportunities, drops in productivity, decline in employee morale, increased job stress, dissatisfied customers, inability to make informed decisions, high employee turnover and others.

This experiential approach to conflict management is specifically developed to help individual, parents, spouses, entrepreneurs, business owners, corporate management anticipate, prevent and resolve conflict at the workplace by applying effective techniques and strategies.



### COURSE CONTENT

#### Icebreaker and Course Objectives

##### Perception of Conflicts

- ❖ Various view of conflicts
- ❖ Misconception of
- ❖ Positivism in conflicts?

##### Conflict Management Essentials

- ❖ The difference between a problem and a conflict
- ❖ Management role in workplace conflict management
- ❖ The 9 CM Blueprint
- ❖ Identifying your conflict management style

*Group Discussion: Ideal approaches*

##### Legal Processes and Implications

- ❖ Modes of dispute resolution
- ❖ Understanding the litigation process
- ❖ Common legal implications
- ❖ The Devil's Advocate of Bangsar
- ❖ *Interactive Discussion*

#### Moment of Truth

- ❖ The choice of work
- ❖ The hidden gems in people
- ❖ Being *Emo* & How SQ matters
- ❖ Leadership through coaching
- ❖ *Group exercise*

#### Resolutions for win-win

- ❖ Why bother resolve?
- ❖ Methodology or Scientology
- ❖ Reason & What is Root-Cause?
- ❖ Possibilities of Bridging?
- ❖ The tales of Jack

#### Striving for Success

- ❖ Planning for follow up and monitoring
- ❖ Supporting parties to ensure commitment
- ❖ My *Bushido* Experience
- ❖ Communication skills for success

#### An Inspirational Closing

*At the end of the programme, participants are expected to BE ABLE to:*

- ✓ Identify behaviours and actions that can lead to conflicts
- ✓ Develop an understanding of how and why conflict occurs between individuals and within groups and organisations
- ✓ Enhance positive outlook and cooperation
- ✓ Build confidence in management to deal with conflicts effectively

#### TRAINING METHODOLOGIES

- Dynamic and highly interactive presentations
  - Interactive Trainer Facilitation

#### WHO WILL BENEFIT

Head of Departments ~ Business Owners  
General Managers ~ Entrepreneurs  
Project Managers ~ Business Team Leaders  
HR Managers ~ Executives ~ Parents ~ Spouses

**HRDF Claimable**

## FACILITATOR

### Garry Chow

*Mediator / Master Trainer / CEO Coach / Multi-Nationals Adviser / Performance Consultant / Author*

Garry Chow is a lawyer who shifted gears from fast car as motoring journalist, to fast company as Creative Director, to fast mind as Certified Trainer and Coach. He specializes in Conflict & Emotional Management, Organisational Culture Change Management, and Negotiation Strategies & Persuasive Communication. Having being in the communications industry for more than 18 years, the PRISM neuroscience brain-mapping practitioner of UK develops and customizes the transformational training and coaching to meet clients' needs. Through his engagement in the field of mediation & conflict resolutions he also participated in United Nations Population Fund (UNFPA) & UNHCR projects in 2007-2009.

He also makes hundreds of people laugh by facilitating laughter yoga since 2002. Clients are Multi-Nationals, Public Listed, Government-Linked companies and Government Bodies & Departments in many countries.

Some of the key clients he has worked with are ACCA, Bank Negara Malaysia, Bank Pembangunan, Bank Simpanan Nasional, Brunei Darulsalam Government, Canon, DHL, DRB-Hicom, Ericsson, IBM, IPerintis, JTI, MARA, MIA, Pfizer, PROTON, REHDA, Sarawak Energy, SEGI Sarawak Campus, Sabah State Library, Shell, Sime Darby Group, SPAD, Standard Chartered, Tourism Malaysia, Tanjung Plc, Tony Roma's, UTAR, and more.

Garry 's enthusiastic and entertaining style enables him to relate easily and effectively to all levels in the workplace. He always captivates his audiences by his subject knowledge, sense of humour and his down-to-earth attitude towards learning and living. An easy, yet credible communication style sees Garry equally as effective in the boardroom as with front-line staff.

## MANAGING CONFLICT GRACEFULLY

23<sup>rd</sup> – 24<sup>th</sup> Mar 2017 (Thu-Fri), 9 am - 5 pm

**Fees: Member – RM880.00 Non-Member – RM980.00**  
**Group (min 3) – RM930.00**

Name (1): \_\_\_\_\_

Name (2): \_\_\_\_\_

Name (3): \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ City: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Handphone: \_\_\_\_\_ E-mail: \_\_\_\_\_

### Payment Details:

By Cheque / Cash: I enclose cash/cheque RM \_\_\_\_\_ payable to **'Women's Institute of Management'**

Bank the payment into **Women's Institute of Management** 's account:

Bank : **CIMB Bank Berhad** Account No.: **8000694925**  
(fax or email the bank-in slip as the proof of payment)

By Credit Card: Please charge RM \_\_\_\_\_ to my credit card: V / M

Name of Cardholder: \_\_\_\_\_

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**Please tick if you are WIM Member**

I understand that a place is reserved when payment has been received by WIM

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## REGISTRATION FORM

### ADMINISTRATIVE DETAILS

Venue: 1<sup>st</sup> Floor, Wisma WIM  
7, Jalan Abang Haji Openg  
Taman Tun Dr. Ismail  
60000 Kuala Lumpur.

Tel : 03-7725 0268 / 0288 ext 16

Fax : 03-7725 0286

E-mail : [nyk@wimnet.org.my](mailto:nyk@wimnet.org.my)

Website: [www.wimnet.org.my](http://www.wimnet.org.my)

Fees inclusive of 6% GST, refreshments, luncheon, course materials and Certificate of Attendance.

### REGISTRATION POLICY

#### REGISTRATION

Registration Form must be completed and submitted together with full payment of the seminar fees to WIM before commencement of the seminar. Otherwise, we may have to treat your registration(s) as unconfirmed.

#### SUBSTITUTION OR CANCELLATION

Substitution of participant(s) is allowed provided WIM is notified in writing of the same with the name of the new participant(s) at any time prior to commencement of the seminar.

WIM reserves the right to cancel, reschedule or postpone the seminar due to unforeseen circumstances. Every effort will be made to inform registered participants.

#### PAYMENT

Payment paid is not refundable.

#### GROUP DISCOUNT

An organization sending 3 or more staff members to attend is entitled to RM930 per participant.

**HRDF Claimable**