

# 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 CHANGE AND CRISIS

## Introduction

In the face of new competition and opportunities, nothing should remain static. Individuals and organisations must change with time so as to remain relevant. To change is not an option; it is something that must occur. Hence, they can either anticipate the changes that are happening around them and initiate change or be forced to change by events that are happening around them. It is better to have control than to be compelled to change.

This 2-Day workshop is designed to help participants to prepare, implement and manage change. They will also learn about how to anticipate and manage crisis.

## Content Outline:

1. Why Change?
2. Environmental Scanning and SWOT Analysis
3. Understanding and Managing Resistance to Change
4. Change Management System
5. Change Management Strategy Elements
6. Strategies for Managing Change
7. Crisis Management
8. Essentials of Crisis Management

## Methodology

This workshop is designed to use a blended approach of theories and practical workshop activities for experiential learning to occur. The following tools and techniques will be used:

- Individual and Group work
- Brainstorming
- Experience sharing
- Presentations
- Q & A Sessions
- Quizzes
- Managing Change Templates
- Crisis Management Templates
- Facilitator's Coaching
- Action activities
- Participant workbook

## Who Should Attend

- Senior Executives
- Management team
- Team Leaders

## FACILITATOR

### Philip Tan

- Bachelor of Laws (Hons), University of Wolverhampton, UK
- Practitioners' Diploma in International Advertising (Dip.IAA, New York)
- Cert.Ed (TESOL), Pantai Valley Teachers' College, Kuala Lumpur
- Master in Business Administration , Soft Systems Methodology, University of Hull, UK
- Higher Group Diploma in Public Relations, Sales Management, Marketing and Advertising (Institute of Commercial Management, Bournemouth, UK)
- Associate Estate Planning Practitioner (AEPP), UK

Philip is a public speaker, master trainer, researcher and consultant. He has held senior management portfolios in diverse industry and has over 15 years of experience in the field of corporate training. Among the organisations he has trained in-house includes Hewlett Packard, Ministries from the Government of Malaysia, I-CIMB, IM4U Sentral, Australian High Commission, COWAY, JOTUN, Malaysia Airports Berhad, SIEMENS, etc.

### Managing Change And Crisis

2<sup>nd</sup> – 3<sup>rd</sup> Aug 2017 (Wed-Thur), 9 am - 5 pm

**Fees: Member – RM1000.00**  
**Non-Member – RM1200.00**  
**Group (min 3) – RM1100.00**

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: \_\_\_\_\_

Credit Card No.: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Card Issuing Bank : \_\_\_\_\_

**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 RM1100 per participant.

**HRDF SBL Claimable**