

# ASSERTIVENESS & CONFLICT MANAGEMENT WORKSHOP

(highly experiential role-play based learning)

**Date : 14<sup>th</sup> – 15<sup>th</sup> December 2015**

**Venue : Vistana Hotel, Kuala Lumpur**

## Workshop Description

All supervisors and managers are involved in numerous situations where they need to be assertive to deal with conflict; this occurs at work or at home. A conflict or negotiation situation is one in which there is a conflict of interests or what one wants isn't necessarily what the other wants.

Most supervisors and managers do not enjoy dealing with conflicts-either with bosses, peers, subordinates, friends, or strangers. This is particularly true when the conflict becomes hostile and when strong feelings become involved. Resolving conflict can be mentally exhausting and emotionally draining.

This 2-day workshop introduces managers and supervisors to key elements and practical techniques associated with effective complaint and difficult staff and peer management. The workshop consists of modules that enlighten participants on their role and importance of professionalism when managing difficult staff and peers.

## Workshop Outcomes

- Understand conflict and its relation with professional management;
- Demonstrate professionalism when interacting with staff and peers;
- Differentiate 'assertive' and aggressive behaviour;
- Appreciate the benefits of being assertive;
- Apply assertiveness skills in 'real-life' situations;
- Develop a plan for developing better assertiveness skills;
- Learn techniques to handle various difficult individuals;
- Assess and discover how different personalities are manifested and what are their preferences;
- Understand the different personality types and how to handle them;

## Who Should Attend?

- Managers
- New Managers
- Team Leaders
- Supervisors

**\*\*Open to all Industries**

**Facilitated & Marketed by:**

## Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 –1045	Morning Break
1300 –1400	Lunch
1530 –1545	Afternoon Break
1700	End of Workshop

*Chronology applies for Day 1 and Day 2.*

**ATCEN**<sup>SM</sup>

This training is **PSMB claimable**  
Subject to PSMB approval

# Assertiveness & Conflict Management Workshop

14<sup>th</sup> – 15<sup>th</sup> December 2015, Vistana Hotel, Kuala Lumpur

## Module Outline

### Module 1: Conflict & You

- Professionalism in the Knowledge Economy
- Recognizing Professional Conflict Situations
- Your Role in Conflict Management

### Module 2: Conflict Management

- Understanding the Causes of Conflict and Its Stages
- The Acknowledge, Defuse, Refocus Approach in Managing Conflict
- Communicating the Disagreement and Setting Expectations

### Module 3: Assertive and Influencing Techniques

- Planning Your Behavior - The 3 Steps to Assertive Behavior
- Empathy, Discrepancy, Consequence and Responsive Assertion Techniques
- Escalating your Assertiveness Level But With Win-Win Focus

#### Note:

Highly experiential role-play based learning. Content is intertwined into role-plays and used to debrief to internalize learning.

### Module 4: Applying Assertiveness in Real Life Situations

- Handling Conflict, Confrontation and Aggression
- Saying 'No' to Unreasonable/Unrealistic Demands
- Telling Others What you Want - Asking for Things
- Expressing Opinions Effectively - Getting People to Listen
- Communicating with Older People

### Module 5: The Role Personality Profiling Plays in the Workplace in Relation to Conflict and Difficult People

- Profiling Colleagues and Subordinates
- How the Different DiSC Personalities Behave and Expect in Conflicting Situations
- Understanding How Not to Create Conflict Based on Personality Preferences

### Module 6: Developing Conflict Management Skills

- Managing Interpersonal Conflict
- Implementing Strategies to Handle Conflict
- Administering Discipline in Urgent Situations

## Program Facilitator

### Jeremy Lee

Jeremy serves as CEO/ Principal Consultant of ATCEN Sdn Bhd and the Group CFO to the ATCEN Group of Companies. He is a Certified Personality Profiler with Thomas International, a Chartered Management Accountant (ACMA), Chartered Global Management Accountant, Chartered Accountant (Malaysia) and holds a MSc. in Engineering Business Management from Warwick University. He is also a Certified Trainer by Western Kentucky University (USA), a member of the Malaysian Association of Professional Speakers (MAPS) and was exempted from PSMB Train the Trainer Program.

Jeremy is highly sought after as a People Development Expert, Performance Optimization, Human Performance Improvement Consultant in the Service and Manufacturing Industry. With more than 15 years of both strategic and operational management experience, he has worked and been involved in numerous industries. Serving as a Trainer and Consultant for numerous companies, he has conducted and facilitated thousands of individuals in the areas of performance management, leadership skills, management skills, communication skills and coaching skill. He has facilitated workshops in Malaysia, Indonesia, Singapore, UK, US and China and is able to handle people from different backgrounds and levels

Jeremy has held a variety of leadership and project management roles in various organizations. He was Head of Recruitment Company, He was the key representative for a US University. He managed a Non-Profit Association. He is a Movie Producer (2 local films). He was the Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head in a Resort in UK, Project Team Leader in a Technology start-up firm with and also an Internal and External Auditor.

He is experience in coaching and mentoring many types of people under various circumstances, leading them gain fantastic performance results at work and fulfillment in their life. As a coach he has been said to be a great listener, focused and flexible in his approach to getting the best out from individuals.

Jeremy is also sought after for his ability to handle of diverse personalities. Some of the companies he has worked with includes ACI, Atos Origin, AIA, AMEX, Altera, Ambank, Alliance Bank, Bursa Malaysia, Bank Islam, Bank Rakyat, BASF, Celcom, Comex Genesys, CNI, Continental Automotive, CIMB Bank, Danisco, Dell, DHL, DiGi, EON, Exxon Mobil, Etiqa, Fuji Xerox, Great Eastern, EPIC-I, Hitachi, Heitech Padu, HP, IJM, IBM, KWSP, KWAP, LaFarge, Maybank, MAA, Maxis, MBF, MYOB, Merck, Mesiniaga, Nokia, Nike, Newfield, Philips, Petronas, Prometric, Penang Skills Development Centre, MLRe, RHB Insurance, RHB Bank, Sapura, Scomi Group, Shell Trading, Shell Malaysia, Sony Penang, SRG, Standard Chartered, Telekom Malaysia, TMTouch, TM Net, TNT, Tenaga, Umobile, Vsource, VADS, ZTE

# CLIENTELE

## Companies that have attended ATCEN's public workshops

Advance International Freight Sdn Bhd  
Affin Bank Berhad  
Aims Data Centre Sdn Bhd  
Airfoil Services Sdn Bhd  
Ajinomoto (M) Bhd  
Alcan Packaging Malaysia  
Alcatel-Lucent Malaysia Sdn Bhd  
Alliance Banking Group  
Allianz Life Insurance Malaysia Berhad  
ALSTOM Asia Pacific Sdn Bhd  
Amanah Raya Berhad  
AmBank (Malaysia) Berhad  
AmG Insurance Bhd  
AmLife Insurance Berhad  
Amway (M) Sdn Bhd  
Arachem Tech Training Centre  
Autoliv Hirotako SRS Sdn Bhd  
Automobiles Peugeot  
AXA Affin General Insurance Bhd  
Axon Solutions Sdn Bhd  
Bank Islam Malaysia Bhd  
Bank Muamalat  
Bank Negara Malaysia  
Bank Rakyat  
Beaufour Ipsen International  
BlueScope Steel (M) Sdn Bhd  
BMW Malaysia Sdn Bhd  
Boustead Petroleum Marketing Sdn Bhd  
Business Information Technology  
Byte Craft Sdn Bhd  
Canon Marketing (M) Sdn Bhd  
Celcom (M) Sdn Bhd  
Central Forwarding Agency Sdn Bhd  
Century Total Logistics Sdn Bhd  
Chemopharm Sdn Bhd  
CIMB Bank Berhad  
CL Computers (M) Sdn Bhd  
CMCM Perniagaan Sdn Bhd  
CNI Enterprise (M) Sdn Bhd  
Colgate-Palmolive (M) Sdn Bhd  
Computer Systems Advisers (M) Berhad  
Credit Guarantee Corporation (M) Bhd  
CSC Malaysia  
D G Kom Sdn Bhd  
Dagang Net Technologies Sdn Bhd  
Datacom South East Asia (M) Sdn Bhd  
Datacraft Advanced Network Services Sdn Bhd  
Dell Global Business Center Sdn Bhd  
DHL Express (Malaysia) Sdn Bhd  
Dialog Telekom Limited  
Diethelm (M) Sdn Bhd  
DiGi Telecommunications Sdn Bhd  
Dumex (M) Sdn Bhd  
East of Suez Holdings Sdn Bhd  
ECM Libra Investment Bank Berhad  
ECS Pericomp Sdn Bhd  
Edaran Tan Chong Motor Sdn Bhd  
e-Genting Sdn Bhd  
Entellium Technologies Sdn Bhd  
EON Bank Berhad  
EPF Social Security Training Institute (ESSET)  
EPIC-I Sdn Bhd  
EPS Computer Systems Sdn Bhd  
Ericsson Malaysia  
Etiqa Insurance Bhd  
Etiqa Takaful Bhd  
Euratech (Malaysia) Sdn Bhd  
Formis Software Dynamics Sdn Bhd  
Fresenius Medical Care Malaysia Sdn Bhd  
Frontline Technologies Malaysia Sdn Bhd  
FSBM Mantissa (M) Sdn Bhd  
Fuji Xerox Asia Pacific Pte. Ltd  
Fujitsu (Malaysia) Sdn Bhd  
Gagasan Carriers Sdn Bhd  
Gapurna Technologies Sdn Bhd  
Genting Information Knowledge Enterprise Sdn Bhd  
Global Transit Communications Sdn Bhd  
Group Associated (C&L) Sdn Bhd  
Grundfos Pumps Sdn Bhd  
Gucci (Malaysia) Sdn Bhd  
Guinness Anchor Berhad  
HeiTech Padu Bhd  
Hewlett-Packard Sales (M) Sdn Bhd  
Hilton Petaling Jaya  
Honda Malaysia Sdn Bhd  
ICI Paints (Malaysia) Sdn Bhd  
IITC Global Technology Sdn Bhd  
IMU Education Sdn Bhd  
InfoConnect Sdn Bhd  
ING Insurance Bhd  
interTouch (Malaysia) Sdn Bhd  
iPerintis Sdn Bhd  
Islamic Banking and Finance Institute Malaysia Sdn Bhd  
ISS Consulting (M) Sdn Bhd  
IT-365 Malaysia Sdn Bhd  
ITApps Sdn Bhd  
Jabatan Pengangkutan Jalan  
Jabatan Pentadbiran Latihan  
Jebson & Jessen Communication Solutions (M) Sdn Bhd  
Johnson Controls (M) Sdn Bhd  
Kannal Solutions Sdn Bhd  
Keretapi Tanah Melayu Berhad  
Kolej Yayasan UEM  
Kualiti Alam Sdn Bhd  
Kurnia Insurance (M) Bhd  
Lafarge Cement Sdn Bhd  
Majlis Amanah Rakyat (MARA)  
Malayan Banking Berhad  
Malayan Cement Industries Sdn Bhd  
Malaysia National Insurance Berhad  
Malaysian Assurance Alliance Berhad  
Maxfame Technologies Sdn Bhd  
Mayban Fortis Holdings Berhad  
Mayban General Assurance Berhad  
MBF Cards (M) Sdn Bhd  
McKinnon & Clarke Sdn Bhd  
MEASAT Satellite Systems Sdn Bhd  
Media Prima Berhad  
MEPS (1997) Sdn Bhd  
Mesiniaga Bhd  
Mexter MSC Sdn Bhd  
Mid Valley City Sdn Bhd  
MISC Berhad  
Mitsui-Soko (M) Sdn Bhd  
MnEBay (M) Sdn Bhd  
MNRB Holdings Berhad  
Modipalm Engineering Sdn Bhd  
MOHR  
Malaysian Life Reinsurance Group Bhd  
Multimedia College  
N2N Connect Berhad  
NCH Corporation (M) Sdn Bhd  
NEC Corporation of Malaysia Sdn Bhd  
Netstar Advanced Systems Sdn Bhd  
OCBC Bank (M) Bhd  
OMD (M) Sdn Bhd  
Optimal Chemicals (M) Sdn Bhd  
Oracle Corporation (M) Sdn Bhd  
P&O Global Technologies Sdn Bhd  
PanGlobal Insurance Berhad  
Paradigm Systems Berhad  
Pembangunan Sumber Manusia Berhad  
Perbadanan Bekalan Air Pulau Pinang  
Permec Corporation Berhad  
Pharmaniaga Logistics Sdn Bhd  
Plus Expressways Berhad  
Power Innovations Sdn Bhd  
Premier Lubricants (M) Sdn Bhd  
Prometric Technology Sdn Bhd  
Proton Edar Sdn Bhd  
Prudential Services Asia Sdn Bhd  
Rangkaian Segar Sdn Bhd  
REDtone Telecommunications Sdn Bhd  
Rentwise Sdn Bhd  
RHB Bank Berhad  
Ricoh (Malaysia) Sdn Bhd  
Rohas-Euco Industries Bhd  
SAINS Sdn Bhd  
Samsung Malaysia Electronics (M) Sdn Bhd  
Sapura Research Sdn Bhd  
Sarawak Information Systems Sdn Bhd  
SCAN Associates Berhad  
Scope International (M) Sdn Bhd  
Shangri-La Hotels Marketing Sdn Bhd  
Shell IT International Sdn Bhd  
Shell Malaysia Trading Sdn Bhd  
Signature Manufacturing Sdn Bhd  
Skynet Worldwide (M) Sdn Bhd  
SnT Global Services Sdn Bhd  
Sony BMG Music Entertainment  
Southern Bank Berhad  
Standard Chartered Bank  
Star Publications (Malaysia) Berhad  
Sumiso (M) Sdn Bhd  
Sun Media Corporation Sdn Bhd  
Sunway Holdings Bhd  
Sunway Pyramid Sdn Bhd  
Suruhanjaya Syarikat Malaysia  
Takaful Ikhlas Sdn Bhd  
Taylor's College Sdn Bhd  
Teknicast Sdn Bhd  
Teknik Janakuasa Sdn Bhd  
Teledirect Telecommerce Sdn Bhd  
Telekom Sales & Services Sdn Bhd  
Telekom Smart School Sdn Bhd  
Telshine Sdn Bhd  
Tenaga Nasional Berhad  
The Media Shoppe Bhd  
The Nielsen Company (Malaysia) Sdn Bhd  
TIME dotCom Bhd  
TM Asia Life (Malaysia) Berhad  
Tokio Marine Insurans (M) Bhd  
TT dotCom Sdn Bhd  
Tyco Fire, Security & Services Sdn Bhd  
UCB Pharma Asia Pacific Sdn Bhd  
UEM Academy Sdn Bhd  
United Overseas Bank (M) Berhad  
University of Malaya  
VADS Berhad  
ViewPoint Research Corporation Sdn Bhd

# Assertiveness & Conflict Management Workshop

14<sup>th</sup> – 15<sup>th</sup> December 2015, Vistana Hotel, Kuala Lumpur

## Registration Form

### Participant 1

Name: (Mr/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

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

Contact No.: \_\_\_\_\_

### Participant 2

Name: (Mr/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

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

Contact No.: \_\_\_\_\_

### Participant 3

Name: (Mr/Ms): \_\_\_\_\_

Job Title: \_\_\_\_\_

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

Contact No.: \_\_\_\_\_

**Human Resource / Approving Manager:** \_\_\_\_\_

Job Title: \_\_\_\_\_ Email: \_\_\_\_\_

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

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

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

Authorized Signature: \_\_\_\_\_ Invoice Attention To (Mr/Ms): \_\_\_\_\_

Company Stamp Chop:

### Workshop Investment – RM2,800 per participant

*(6% GST is chargeable)*

**Group Discount of 10%** for 3 or more participants who register for the workshop at the same time and are from the same organization.

*Price is inclusive of all materials, lunches and tea-break.*

**\*\*This training is PSMB claimable**  
subject to PSMB approval

### To register, complete this form:

1. Email form back to sender's email address/  
shera@atcen.com
2. Fax this form to +603-8940 2620

### Bank Draft:

Payable to **ATCEN SDN BHD** and courier to:  
18-1 Jalan Dagang SB4/1, Taman Sungai Besi Indah,  
43300 Seri Kembangan, Selangor Darul Ehsan,  
Malaysia.

### By Direct Transfer:

Account Name: **ATCEN Sdn Bhd**  
Bank : Public Bank Berhad  
Acc No : 3-1304600-34

All bank charges to be borne by payer.

For further information,  
kindly email your enquiry  
to [shera@atcen.com](mailto:shera@atcen.com)

## Terms & Conditions

1. Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training workshop.
2. Payment is required with registration and must be received prior to the event to guarantee the seat.
3. Payment has to be received 7 working days prior to the event date to confirm registration.
4. Payment is non-refundable if cancellation occurs 7 working days prior to event commencement. However a substitute is welcome at no additional charges
5. Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.
6. The organizer reserves the right to make any amendments and/or changes to the workshop, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.
7. The certificate of completion will be awarded by ATCEN Sdn. Bhd.
8. The information that you provide in the Registration Form and information provided at any other time during the event, can be used by the organizer and related parties to offer, provide and continue to improve its programs and other services. Participants are responsible to advise the organizer if they do not wish to be included in the above.

## For Office Use Only

Corporate Sales Consultant: SHERA

Invoice Number:

Invoice Date: