



# Conflict Management & Resolution in Workplace

Is your workplace feeling more toxic than thriving? Are conflicts disrupting productivity and team cohesion? Say goodbye to workplace woes and hello to harmony with our tailored Conflict Management and Resolution training. Whether it's strained relationships, departmental tensions, or simply feeling disconnected from your colleagues, our program provides the antidote.

Join us on a journey of growth and transformation, where you'll gain invaluable skills to mend rifts, foster collaboration, and cultivate a culture of respect and understanding. Say hello to a happier, more harmonious work environment – register now and reclaim workplace bliss!

**9 - 10 September 2024**

09:00 AM - 05:00 PM

Concorde Hotel, KL

**Early Bird Price: RM2,070**  
(before 26th Aug)

**Normal Price: RM2,300**  
(inclusive of SST)

Please collect your RM20 TNG e-Wallet reload pin at registration desk.

## CONTACT US

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# TOPICS COVERED

## Understanding Conflict

- The Conflict Triangle
- Traditional Way of Handling Conflict
- Constructive Conflicts
- Why Do We Avoid Conflicts?
- 9 Stages of Escalation
- Conflict Management Styles – CACAC

## Conflict Communication

- Communication to Prevent Conflicts
- Why is Communication Important in Conflict Resolutions
- Communication Mistakes to Avoid
- O.L.A. Methods to Better Communication
- Managing Conflict Conversation
- Emotional Intelligence in Handling Conflict
- Handling Difficult Conversation

## Preventing Conflicts

- Developing Awareness
- Managing Staff to Prevent Conflict
- Create A Low Conflict Environment
- Managing Conflict is about Changing Perceptions and Emotions

## Conflict Resolution

- The Importance of Timing
- 7 Strategies to Approach Conflict
- 7-step Facilitating Conflict Resolution Conversation
- Mediation
- Ground Rules for Mediation
- 4 Phases of Mediation

## TRAINER'S PROFILE

The Trainer, a seasoned Team Coaching Specialist, Transformational Communication Coach, and Facilitator, boasts over 18 years of experience in sales and coaching, particularly excelling in helping individuals overcome communication challenges and achieve quantum leap success. With a track record of leading teams to remarkable milestones, including a nine-figure sales achievement with Sunway Property, she is dedicated to nurturing peer growth and success through mentoring and coaching. Leaving her corporate career to fulfill her mission of unleashing individual potentials, she specializes in honing people skills, emphasizing the importance of mastering communication and presentation skills for success. Transitioning seamlessly to virtual platforms during the pandemic, she actively engages with SMEs, MNCs, and government agencies, conducting training, facilitation, coaching, and counseling sessions in three languages. With a diverse clientele, including industry giants like Coca-Cola and Dell Technologies, she remains committed to empowering individuals to excel in both business and life through effective communication and skill development.

## REGISTRATION

### Contact Person

Name:

Company:

Contact No.:

Email:

Address:

### **Participant 1:**

Contact No.:

Email:

### **Participant 2:**

Contact No.:

Email:

### Notes:

1. For cancellation less than 14 days before or non-arrival on the training day, no refund will be given. Substitution is allowed.
2. Should the number of participants be too low to make the course a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.
3. HRDC grant application shall be applied and approved before the training day. Maximum claim from HRDC is RM1,300 per day. The balance, if any, is to be topped up by client.

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