



# Managing Conflict & Difficult People

*When you have people in the workplace, there are bound to have disagreement, conflict and personality clashes. Having unresolved conflicts can be detrimental to the growth of the company internal hostility is always felt in the workplace environment.*

*Equipping managers with Effective Conflict Management skills help employees diffuse a disagreement more constructively and improve team dynamics, promoting collaborative working culture within the organization.*

## What you will learn:

### Understand

*the different types of conflict in the workplace and how it can manifest.*

### Develop

*effective conflict resolution strategies.*

### Gain

*effective tools and strategies to deal with scenarios and people.*

### Identify

*and overcoming barriers to collaboration*

### Build

*cross-functional cohesion without losing individualism.*

### Date

23 - 24 September 2025

### Time

9.00 a.m. - 5.00 p.m.

### Venue

Hotel Concorde, Kuala Lumpur

**Early Bird : RM1,920**

*Register before 9 September*

Normal Fee : RM2,180

*(Including SST)*

Please collect your RM20 TNG eWallet reload pin at registration desk.



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## Day 1

### Module 1: Understand Human Motivation and Potential

- Identify what differentiates our human behaviors and what makes us tick.
- Understand the McClelland's Theory of Human Needs and how it is applied.
- Identify motivation factors that become our strength as a manager.
- Profile of an effective manager at work.



### Module 2: Managing Emotions at Work

- Understanding the importance of emotional intelligence for managers.
- The cost of getting into an Amygdala Hijack – things that can derail managers.
- Self-control and emotional regulation for effective people management.
- Emotional awareness in managing key stakeholders, as a manager.

Roleplay & Discussions

## Day 2

### Module 3: Dealing with Team Conflict

- Understanding types and causes of conflict at work
- The cost of a poorly managed conflict situation
- Identify motivation factors that become our strength as a manager.
- Profile of an effective manager at work.



### Module 4: Building Cross-functional Collaboration

- Appreciate the roles and positions of your team members that conflict with your own
- Understand the impact of cross-functional collaboration to the workplace

Case Study & Discussions

### Module 5: Coaching & Action Plan



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## Trainer's Profile

The Trainer is a Team Coaching Specialist, Transformational Communication Coach and Facilitator who consistently helps organisations and individuals to enable and achieve their objectives through sustainable benefits and value creation with team coaching skills through effective communication and gamification activities. With more than 18 years in sales and coaching experience, the trainer is passionate in helping individuals who face challenges in their work communication and supporting their journey to quantum leap success. She had led a motivated team to achieve a nine-figure team sales milestone with an MNC property developer, Sunway Property. Her greatest joy was to see her peers grow and be successful under her mentoring and coaching on how to present themselves, help customers to make decisions and provide excellent customer service. The trainer left her career to pursue her mission to uncover potential in individuals and create more successful achievers in their respective fields. She believes every individual should always hone their people skills and be motivated to rise above the position of higher responsibility. The way to success starts by mastering communication and presentation skills. She is a specialist to help business executives excel in the skilled areas of Interpersonal and Business Communication, Business Presentation, Sales, Customer Service, Team Coaching & Emotional Intelligence. She is also a business coach to help individuals discover their strengths, uncover strategies and opportunities to empower them to excel in business and life, starting by working on their communication skills. Since the 2020 pandemic and lock-down, she has been actively involved in virtual training, team facilitation, coaching and counselling for SMEs, MNCs and government agencies focusing on building their communication skills and team development. A trilingual facilitator, she has conducted her programmes in three languages, English, Malay and Mandarin. She has worked with partners from diverse backgrounds including Coca-Cola, Dell Technologies, Lazada, Intel, Danone, Tokio Marine, Shiseido, Prudential, Prudence Foundation, Public Bank, Alliance Bank, Symphony Life Berhad, SunSuria Berhad, Iproperty Malaysia, Carsem, Gibraltar BSN, Pusat Perhubungan Sarawak-Kuala Lumpur, Jabatan Kehakiman Syariah Malaysia, MARA, SEGi University, NGC Energy.



## Registration Details

### PARTICIPANT DETAILS

Name:
Position:
Department:
Contact Number:
Email:
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Name:
Position:
Department:
Contact Number:
Email:

### ADMIN DETAILS

Name:
Position:
Department:
Company:
Contact Number:
Email:
Address:
<b>Payment Method:</b> <input type="checkbox"/> Direct Payment <input type="checkbox"/> Claim HRD

#### Notes:

- For cancellation less than 14 days before or non-arrival on the training day, no refund will be given. Substitution is allowed.
- 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.
- HRDC grant application shall be applied and approved before the training day. Maximum claim from HRDC is RM1,750 per day. The balance, if any, is to be topped up by client.

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