# MANAGING CONFLICT & DIFFICULT PEOPLE

Conflict is inevitable in any workplace where diverse personalities, goals, and communication styles intersect. Left unresolved, it can damage relationships, lower productivity, and create a toxic culture. Learning to manage conflict and difficult individuals is essential for maintaining professional respect, improving collaboration, and fostering a healthier, more engaged workforce.

## What you will learn:

**Day 1: Understanding Conflict**
Explore the roots of conflict, behavioural patterns, and the role of emotional intelligence in managing challenging situations.

**Day 2: Resolving Conflict**
Learn practical tools for communication, resolution, and transforming tension into productive dialogue in workplace and daily conversation. The day concludes with actionable steps to create a culture that prevents recurring conflicts and promotes healthy team dynamics.

**Date**
23 - 24 September 2025

**Time**
9.00 a.m. - 5.00 p.m.

**Venue**
77-2, Block G, Zenith Corporate Park, Jalan SS7/26, SS 7, 47301 Petaling Jaya, Selangor

## 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.

# Managing Conflict & Difficult People

## Day 1

### Module 1: Understanding Conflict
- Definition and types of workplace conflict
- Common sources and triggers
- Positive vs. negative conflict

### Module 2: Conflict Styles & Your Role
- Thomas-Kilmann Conflict Mode Instrument (TKI) overview
- Identifying your own conflict style
- How styles influence outcomes

### Module 3: Recognising Difficult People & Behaviours
- Types of difficult personalities (e.g., aggressors, complainers, know-it-alls, silent types)
- Psychological factors behind difficult behavior

### Module 4: Emotional Intelligence in Conflict
- Self-awareness and emotional regulation
- Empathy and perspective-taking

### Interactive Activity: Conflict Case Studies
- Group discussion and role-play exercises

## Day 2

### Module 5: Conflict Resolution Strategies
- The 5-step conflict resolution process
- Negotiation and mediation techniques

### Module 6: Communication Skills for Difficult Situations
- Assertive communication vs. passive/aggressive approaches
- Active listening techniques
- "I" statements and reframing

### Module 7: Handling Specific Scenarios
- Dealing with passive-aggressive behavior
- Managing emotional outbursts
- Giving and receiving constructive feedback

### Module 8: Building a Conflict-Positive Culture
- Setting expectations and boundaries
- Encouraging open dialogue and feedback

### Action Planning & Closing
- Participants create their own action plans
- Q&A, key takeaways, feedback

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## Trainer's Profile

The Trainer has over 18 years of experience with top media companies such as FOX International Channels, ZEE Entertainment, Bernama TV and Astro Radio where she managed multi-million-dollar portfolios, led high-pressure negotiations, and built cohesive teams across diverse cultural and professional backgrounds. These experiences provided her with firsthand expertise in managing workplace conflicts, resolving complex interpersonal dynamics, and influencing stakeholders with clarity and composure.

The Trainer then left her employment in 2015 and started a consulting company for startups. One elevator pitch later, the Trainer was speaking for KRU Academy in Advertising and Communication as an industry speaker.

While her professional expertise is extensive, what sets her apart is her ability to inspire trust and openness in the training room. She approaches conflict not as a problem to be avoided, but as an opportunity to build understanding, strengthen teams, and create long-term organisational impact. Her delivery style combines strategic insight, engaging facilitation, and a calm yet impactful presence, enabling participants to develop skills they can immediately apply.

She has been consistently rated 4.9/5 for her training courses. She is an accredited HRDC trainer.

## Registration Details

### PARTICIPANT DETAILS

Name:

Position:

Department:

Contact Number:

Email:
-------------------------------------------------
Name:

Position:

Department:

Contact Number:

Email:

### ADMIN DETAILS

Name:

Position:

Department:

Company:

Contact Number:

Email:

Address:

*Notes:*
- *Cancellations made less than 14 days before the training date or non-attendance on the day of training are non-refundable. Substitution is allowed.*
- *Once registration is confirmed, the client is fully liable for the course fee, regardless of whether payment is made directly or through the HRDC grant, and even if participants do not attend the training.*
- *Clients who opt for direct payment must ensure full payment is made before the training date.*
- *HRDC grant applications must be submitted and approved before the training day. The maximum claimable amount is RM1,750 per participant per day. Any shortfall between the approved grant and the course fee must be topped up by the client.*
- *Should the number of confirmed participants be too low to ensure a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.*