

INTERNATIONAL TRAINING PROGRAM

Harmony at Workplace: Managing Office Politics and Negotiation Skills



Training Schedule:

27-28 July 2017

8:30 am – 5:00 pm

Venue: Hotel (TBC)

Language: English

Deadline:

07 July 2017

Course Objective:

At the end of the program, participants will be able to:

- Develop an understanding of how and why office politics occurs between individuals and within groups and organizations
- Understand conflict management styles and how each style could either help or hinder – conflict resolution process
- Identify behaviors and actions that can lead to conflicts
- Learn key skills in mediating, facilitation and structured conflict resolution
- Enhance positive outlook and cooperation.
- Build confidence in management to deal with conflicts effectively

Target Audience

- CEOs / MDs / VPs
- Head of Departments
- General Managers
- HR Managers
- Business Team Leaders
- Project Managers
- Assistant Managers
- Supervisors
- Senior Executives

Training Fee:

- Direct Member:

USD 300 Nett/person

- Member of GMAC, MBCC, CMA, IBC, ACRA, BBAC, EuroCham, AMCHAM, MAC:

USD 325 Nett/person

- Non-Member:

USD 350 Nett/person

Fee is inclusive of lunch and learning materials. Certificate of completion provided.

Course Content:

PERCEPTION OF OFFICE POLITICS

- Various view of office politics and conflicts
- Misconception of it
- Positive sides of conflicts

HANDLING OF OFFICE POLITICS ESSENTIALS

- The difference between a problem, office politics and a conflict
- Management role in workplace conflict management
- Identifying your conflict management style

LEGAL PROCESSES AND IMPLICATIONS

- Modes of dispute resolution
- Understanding the litigation process
- Common legal implications

MOMENT OF TRUTH

- The choice of work
- The hidden gems in people
- Emotional intelligence and skills
- Neuroscience influence on behaviors
- The psychology of management

CATEGORY OF OFFICE POLITICS AND CONFLICTS IN THE WORKPLACE

- Awareness before change
- Identifying the types of conflict
- Managing the stressful conversation

DIFFICULT BEHAVIOURS IN CONFLICTS

- Dealing with difficult behavior
- Comfort level with the behavior
- Confidence and professional courage
- The Johan connection
- Intelligence – IQ vs EQ
- Being Emo and How SQ matters
- Fear factors
- Practical analysis of personal power-base

RESOLUTIONS FOR WIN-WIN-WIN: NEGOTIATION MANAGEMENT ESSENTIALS

- Why bother resolve?
- Methodology or Scientology
- Reason or Symptom?
- The Devil's Advocate of Bangsar
- The difference between Persuasion & Negotiation
- Non-Verbal and Influencing Power
- Management role in workplace Negotiation processes
- Identifying your Negotiation style

NEGOTIATION FRAMEWORK

- The Art of Mediating
- Parties that can be mediator
- Establishing your WATNA & BATNA
- Laying the Groundwork
- The Negotiation Process
- Breaking Impasse (Deadlock)
- The Bargaining
- Mutual Gain

STRIVING FOR SUCCESS

- Planning for follow up and monitoring
- Miyagi sensei
- Supporting parties to ensure commitment to agreements
- Communication skills for success



Trainer Profile:

Garry Chow is a lawyer who shifted gears from fast car as motoring journalist, to fast company as creative director, to fast mind as certified trainer and coach. He specializes in Transformational Leadership Empowerment, Conflict & Emotional Management, and Organisational Culture Change.

He attained his honours degree in law from University of Wolverhampton, United Kingdom; certificate in business studies from Association of Business Executives and being certified as trainer by PSMB (HRDF), Ministry of Human Resources Malaysia. Garry is a Certified Mediator by Bar Council-Malaysian Mediation Centre.

He is a professional member and Past Vice President of Malaysian Association of Professional Speakers (MAPS) on top of being a member of Global Speakers Federation (GSF). The PRISM neuroscience brain - mapping practitioner of UK has conducted training for more than 10-years in many countries. He develops and customizes the transformational trainings to meet clients' needs.

Garry's enthusiastic and entertaining style enables him to relate easily and effectively to all levels in the workplace. He always captivates his audiences by his subject knowledge, sense of humor and his down-to-earth attitude towards learning and living, that he is fondly referred to as 'Dr Garry' by participants. A cool, yet credible communication style sees Garry equally as effective in the boardroom as with front-line staff.

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For further information and registration, please contact:

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