

Training Provider



**20 - 21 FEBRUARY 2024**



**SABAH ORIENTAL HOTEL**

# **WORKPLACE COMMUNICATION & CONFLICT RESOLUTION SKILLS**



**MEF Member: RM1,350**

**Non-MEF Member: RM1,450**

Has query? You may contact us at:



088 634 812 /  
014 350 3980 (Ms Mardiah)



mefkk@mef.org.my



# LEARNING OUTCOMES

01

Enhancing communication skills. This workshop will focus on improving participants' verbal and non-verbal communication skills such as active listening, effective speaking and body language

02

Developing assertiveness. Participants will learn how to express their thoughts, feelings and needs in a clear and confident manner without being aggressive or passive

03

Practising communication skills in real-life situation. The workshop will provide opportunities for participants to practice their communication and confidence skills in a realistic scenario



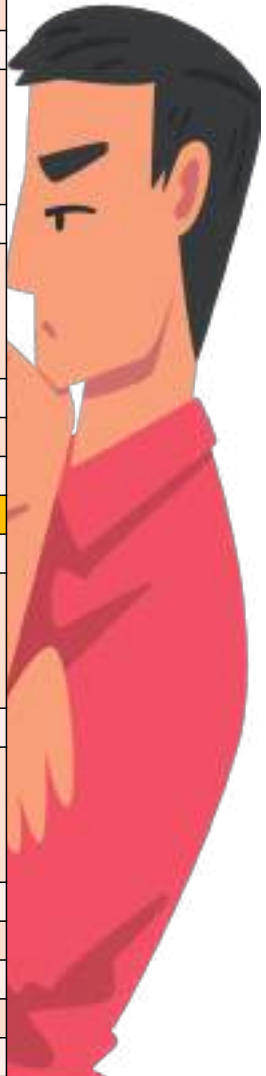
# TRAINER'S PROFILE

**MR ASARAF SAHIMUN** or fondly known as **Ash** is a young Sabahan professional that has worked with various organizations ranging from MNC, Public-listed Corporation to SME. He has assumed several designations throughout his career, started off as an HR Associate to HR Manager before he joined MEF as one of the Industrial Relations Consultants.

As MEF Consultant, he is entrusted to provide advices to MEF members with regards to labour laws among other things and also, representing them at the Labour and Industrial Courts in Sabah. His vast HR experience has enabled him to provide constructive advices and feedbacks to Sabah MEF members.

He holds a degree in law and a master degree specializing in criminal justice from University of Malaya (UM). As an HRD Corp Certified Trainer, he conducts public and in-house trainings to all HRD Corp claimable courses.





<u>DAY 1</u>	
8:30 am	Registration
9:00	Opening- Grab Attention- Ice Breaking <ul style="list-style-type: none"><li>• Group Introduction and Formation Session/Role Play Group</li><li>• Theme: (1) Teamwork (2) Dispute at Workplace (3) Ethical Issues (4) Industrial Relations</li></ul>
10.30	Tea Break
10.45	Module 1: Work, Career and Self <ul style="list-style-type: none"><li>• Importance of Work and Career</li><li>• Calibre Workforce</li><li>• Characteristics of Motivated Employees</li></ul>
1:00 pm	Lunch Break
2.00	Module 2: Ethics and Professionalism <ul style="list-style-type: none"><li>• Behavior and Work Culture</li><li>• Stress and Work Balance</li><li>• Conduct and Quality at Work</li></ul>
3.30	Tea Break
3.45	Group Presentation
5:00	End of Day 1
<u>DAY 2</u>	
8:30 am	Registration
9:00	Module 3: Teamwork: Choice or Compulsion? <ul style="list-style-type: none"><li>• Types of Teamwork</li><li>• Role As A Team Member</li><li>• Challenges and Strategies Towards Effective Teamwork</li></ul>
10.30	Tea Break
10.45	Module 4: Negotiation and Conflict Management <ul style="list-style-type: none"><li>• What is Conflict and its Causes</li><li>• Conflict Resolution Methods</li><li>• Effects of Conflict on the Work Environment</li></ul>
1:00 pm	Lunch Break
2.00	Preparation for group presentation
3.30	Tea Break
3.45	Group Presentation
5:00	End of Workshop

# WHO SHOULD ATTEND

- Human Resources/Industrial Relations practitioners/officers
- Head of Department/Units
- Operations Managers, Supervisors and staff at Operational Level

## Course Fees:

**RM1,350 per pax for MEF Members**  
**RM1,450 per pax for non-MEF Members**  
**(including SST)**

### ***SCHEME CODE :***

*HRD Corp Claimable Courses : SKIM BANTUAN LATIHAN KHAS (HRD CC)  
payable to MEF Academy Sdn Bhd*

**DATE: 20 & 21 FEBRUARY 2024**

**TIME: 8:30 AM – 5:00 PM**

**VENUE: SABAH ORIENTAL  
HOTEL, KOTA KINABALU**

### ***Registration Link:***

<https://forms.office.com/r/uGGAdqvzhZ>

**REGISTRATION QR CODE :**

