



FEDERATION OF MALAYSIAN MANUFACTURING
(JOHOR BRANCH) 196801000309 (7907-X)

PROGRAMME NO : 10001721427

*Better Communication.
Stronger Relationships.
Better Results.*

FMM Workshop on SHARPEN YOUR SKILLS TO DEFUSE, MANAGE AND RESOLVE CONFLICTS AT WORK

*Transform
Conflict into
Collaboration
and Growth!*



FOR THE ATTENTION OF

Personnel Managers, Executives, Head of Department from Sales, Marketing, Customer Service, Production, Technical, Engineering, Planning, Purchasing, Quality Assurance, IT and etc



OBJECTIVES



Identify the root causes of workplace conflicts and manage them effectively.



Improve communication skills, including active listening, questioning, and assertive communication.



Understand the basics of NLP communication to reduce misunderstandings.



Recognize verbal and non-verbal cues to better understand others' thoughts and feelings.



Build stronger rapport and positive working relationships.



Develop empathy and emotional intelligence when handling challenging situations.



Apply practical conflict resolution techniques to resolve workplace issues professionally.



Generate effective solutions through collaborative problem-solving.



Remain calm, confident, and in control when managing conflicts and difficult conversations.

PROGRAMME DETAILS



DATE : July 24, 2026 (Friday)



TIME : 8:30 am – 5:00 pm



VENUE : FMM Johor Branch

REGISTRATION FEE



FMM MEMBER

RM810.00



NON-MEMBER

RM918.00

(Inclusive of 8% Service Tax)

**SCAN QR CODE
TO REGISTER!**



<https://forms.gle/CMauoLdw6SXM4kcF8>



INTERESTED PARTICIPANTS ARE KINDLY REQUESTED TO
COMPLETE AND RETURN THE ATTACHED REGISTRATION FORM BY

JULY 20, 2026

FOR FURTHER INFORMATION, PLEASE CONTACT:



MS ZURA

07-357 7613

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MS NUR FATIHAH

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FMM WORKSHOP ON SHARPEN YOUR SKILLS TO DEFUSE, MANAGE AND RESOLVE CONFLICTS AT WORK

JULY 24, 2026 (FRIDAY) | 8.30AM - 5.00PM | FMM JOHOR BRANCH

REGISTRATION :

1) Full Name :

NRIC :	Vegetarian : Yes [] No []
Designation :	
Phone No :	Email :

2) Full Name :

NRIC :	Vegetarian : Yes [] No []
Designation :	
Phone No :	Email :

3) Full Name :

NRIC :	Vegetarian : Yes [] No []
Designation :	
Phone No :	Email :

Submitted by:
Name :

Designation :	
Company Name :	
Company New Registration No :	
FMM Membership No :	
Company Address :	
Phone No :	Email :
TIN No :	SST No :

Please Tick Appropriate Box

We hereby confirmed that :

☐ We will be claiming under **SBL-KHAS SCHEME** and full payment would be made to Federation of Malaysian Manufacturing in the event that no disbursement from HRDC under any circumstances.

☐ We will **NOT** be claiming under SBL-KHAS SCHEME, Enclosed cheque/bank draft, No _____ for RM_____ being payment made for _____ participant(s) made in favour of Federation of Malaysian Manufacturing

PARTICIPATION FEE :

PARTICIPANT	PER PAX	SST (8%)	TOTAL
Member	RM750	RM60	RM810
Non - Member	RM850	RM68	RM918

- Registration form must be completed and returned to FMM Johor by **JULY 20, 2026**
- All confirmed participants should make the full fee before the event.

SBL-KHAS SCHEME - HRDC Claimable Courses:

- Grant Approval** must be forwarded to FMM Johor at least **3 DAYS BEFORE** the programme date.
- 100% attendance is a must.** Participants who fail to attend, the full fees shall be payable by the company

PAYMENT METHOD :

PAYEE NAME : **FEDERATION OF MALAYSIAN MANUFACTURING**

Bank Name : **Malayan Banking Berhad**

Account No : **5-01280-05654-2**

Swift Code : **MBBEMYKL**

FMM SST No : **W10-1901-32000108**

FMM TIN No : **C25703742100**

- Cheque/Bank Draft Crossed Account Payee only
- Bank-in Payment : E-Mail Deposit Slip to FMM for Issuance of Official Receipt
- Please write the **Event Name** on the reverse side of the cheque/bank-in slip

REPLACEMENT/CANCELLATION/ NO-SHOW :

- Cancellation must be in writing to FMM. Replacement at no additional cost. *(Must be in Writing with Reasons 7 days before the programme)*
- Non-FMM members **MUST PAY** the full fee before/on the day of the event. Members need to provide a Letter of Undertaking to ensure participation before the event.
- FMM reserves the right to cancel or reschedule the programme. All efforts will be taken to inform participants of the changes.

FMM WORKSHOP ON SHARPEN YOUR SKILLS TO DEFUSE, MANAGE AND RESOLVE CONFLICTS AT WORK

July 24, 2026 (Friday)

8:30AM – 5:00PM

FMM Johor Branch

July 24, 2026

08:30am – 09:00am

Registration of Participants

09:00am – 09:10am

Welcome Remarks by FMM Johor

09:10am – 10:45am

Module 1: Identify Conflicts and Challenging Situations

- **Pinpoint the root cause of conflicts - what, when, where, why, how**
- **Develop the traits/characteristics and essential skills necessary for handling conflicts**
- **Clearly define yours and the other party - needs, expectations, outcomes, positions, interests, concerns, hopes, fears**
- **How you see and hear difficult people and conflict situations**
- **Identify common responses to conflicts - how you may also contribute to the problem**

10:45am – 11:00am

Morning Break

11:00am – 01:00pm

Module 2: Communication and Emotional Intelligence Skills to Achieve Outcomes

- **NLP Communication Model & Meta Programs - how to overcome deletions, distortions and generalizations**
- **Best practices in communication - messages empathetic, clear, honest, proactive, positive without an emotional charge**
- **Understand the barriers to effective communication**
- **Be aware of forbidden/judgmental words and 'trigger' language - use safer, neutralizing words and language**
- **Learn sensory acuity - be able to interpret and respond with underlying messages, signals and unspoken meanings (defensive and negative body language)**

Module 3: Sharpen Listening and Questioning Skills

- **Listen to understand and NOT to reply back**
- **Listen with your ears (key words), eyes (recurring patterns of behavior and thinking) and heart (underlying emotions)**
- **Listen for deletions, distortions, generalizations, what's not said**
- **Master the technique of active listening - paraphrasing, summarizing, clarifying, verifying and sharing observations**
- **Explore - keep asking questions to gather information, get to the root cause and workable solutions**

01:00pm – 02:00pm

Lunch Break

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8:30AM – 5:00PM

FMM Johor Branch

July 24, 2026

02:00pm – 03:30pm

Module 4: Emotional Intelligence - Stay Proactive, Calm and in Control

- **Cope with stressful situations and pressure tactics**
- **Navigate your own emotions and manage other people's strong negative emotions (anger, fear, frustration, guilt, worry, upsets)**
- **Preventative strategies - take the heat out of conflicts and how not to react to emotional outbursts**
- **Stay composed to turn things to your advantage**
- **Techniques to stay calm, composed and in control**

03:30pm – 03:45pm

Tea Break

03:45pm – 05:00pm

Module 5: Brainstorm for Possible Solutions

- **Keep searching for common ground and areas of agreement**
- **Come out with as many ideas, options and solutions to satisfy needs and expectations**
- **Write a clear purpose statement - be absolutely clear about the outcomes desired**
- **Be concrete and factual as well as flexible and adaptable**
- **Find a way to make their decisions easy - identify where you focus your attention and energy**

Module 6: Apply Different Styles and Approaches to Conflict Resolution

- **Acknowledge a difficult situation exists**
- **Let individuals express their feelings, then define the problem**
- **Determine underlying need (both sides' interests and expectations)**
- **Coping strategies for difficult behaviors and conquering resistance**
- **Avoid clashes and defuse conflicts immediately and effectively**
- **Maintain a win/win approach - dealing with the problem (not the person)**
- **Implement Thomas Kilmann Conflict Instrument and Crosby's Conflict Process to resolve conflicts**
- **Determine follow-up to monitor actions and what to do if the conflict goes unresolved**

05:00pm

End of programme

FMM WORKSHOP ON SHARPEN YOUR SKILLS TO DEFUSE, MANAGE AND RESOLVE CONFLICTS AT WORK

July 24, 2026 (Friday)

8:30AM – 5:00PM

FMM Johor Branch

MADAM RACHEL KHER LAI ENG

HRDC Certified Trainer

Personal Development & Business Management

Madam Rachel Kher is a seasoned trainer and coach with over 30 years of professional experience in leadership, personal development, and business management. She holds a BSc (Hons) in Business Studies from the University of Bradford, UK, and multiple professional certifications including Train the Trainer {HRDC/PSMB}, NLP (Institute of NLP, USA), Clinical Hypnosis (London College of Clinical Hypnosis), Colored Brain Communication, Human Drive & Motivation, Dynamic Speaking, and Curriculum Development.

Madam Rachel Kher has trained extensively across a wide range of programs, including Leadership, Emotional Intelligence, Effective Communication, People Skills, Negotiation, Sales, Presentation, Customer Service, Time Management, Mental Toughness, Peak Performance, Team Building, and Personal Transformation.

Her career spans roles such as Senior Trade Officer (Ministry of Trade & Industry, Singapore), Conference & Seminar Director, Business Owner, and Freelance Trainer, with international experience in conferences and events in Australia. She is recognized for her ability to inspire, influence, and equip professionals to achieve breakthrough results in work and life.