

BECOMING A BETTER LEADER

Conflict Management & Managing Stakeholders

Workplace conflicts are inevitable due to differences in backgrounds, perspectives, and goals. This makes conflict management an essential skill for leaders to proactively handle conflicts and resolve disagreements that would otherwise be detrimental to the organization.

This program develops knowledge and skills to manage conflicts amicably and professionally using tools and practical tips.

With better management of conflicts and stakeholders, teams are more productive, engaged, and effective.

Learning Outcomes:

This one-day workshop aims to equip participants the knowledge and skills. It will introduce ways to manage conflict and stakeholders in their workplace amicably and professionally. In the learning process, participants will discover causes of conflict, realize how important conflict can be managed. If done well, it can forge a stronger working relationship and high-performance team. Tools and tips will be shared.

By the end of the workshop, participants will be able to understand themselves and their team better in both conflict and stakeholder management. They will also be able to apply the skills immediately to prevent unhealthy future conflicts and at the same time, making the team more productive, engaging and effective.

Training Methodology:

**Live Virtual Instructor****Role Play and Social
Learning****Case Studies and Group
Discussions****Interactive Learning
Activities****RM700/pax**
(Inclusive 6% SST)**Managers &
Emerging Leaders****1 Day (7 hours)****[View Program
Calendar Here](#)**

PROGRAM OUTLINE

Module 1: Introduction to Conflict Management and Managing Stakeholders

- 1.1 What is Conflict?
- 1.2 Who are your Stakeholders?
- 1.3 Causes of Conflict
- 1.4 Conflict – Good or Bad?
- 1.5 Acid Test #1 – My Story

Module 2: Conflict Management – Personality Conflict

- 2.1 Activity - Simplify Personality Tool Dealing with Conflict Management
- 2.2 Understanding Self and Stakeholders' Working Styles
- 2.3 How To Deal with Stakeholders' Working Styles to Advantage
- 2.4 Acid Test #2 – My Discovery

Module 3: Conflict Management – 5 Styles

- 3.1 5 Activity – Your Style when Dealing with Conflict
- 3.2 5 Conflict Styles and interpretation
- 3.3 Is there a Best Conflicting Style?
- 3.4 When to Use Each Style?
- 3.5 Acid Test #3 – My Reflection

Module 4: Conflict Management – 5C to Resolve

- 4.1 Clarify - Declare My Intention
- 4.2 Connect – Interact with Purpose and Meaning
- 4.3 Communicate – Negotiate with Openness
- 4.4 Co-Create – Achieve Best Outcome
- 4.5 Celebrate – Commit to Resolution
- 4.6 Acid Test #4 – My Win-Win

Module 5: Managing Stakeholders – Aligning Outcome

- 5.1 Stakeholder Profile
- 5.2 Managing Holders at Stake
- 5.3 Aligning for Best Outcome

Action Plan / Putting into Practice

- Acid Test – Reflection & Learning
- Action Plan

TRAINER PROFILE



**GAN KWEE
MING**

Kwee Ming has more than 35 years of corporate experience from his career exposure with multi-industries ranging from financial institutions, telecommunications and hospitality sectors. Initially started his career in banking operations, he later found his passion in people development, and, since progressed through the human resource management path. His areas of forte include learning and talent development, human resource business partnership, career development and succession planning, employee engagement, executive coaching and mentoring. His last corporate posting was head of learning and talent development of a foreign owned financial institution.

As a trainer and facilitator, one of his personal goals is to help people succeed. He is passionate and excited about helping them discover their potential to making a difference in their personal and professional journeys in life. Together with his vast experience, his strength also lies in his ability in making his facilitations practical, relevant and easy to understand methodology yet effective which are often appreciated by his participants and clients.

Trained under the global ICF coaching body, he believes that everyone is talented and when given an opportunity, the coach will be able to uncover their potential His coaching philosophy has helped many of his clients take on higher management positions through his defined process of coaching.

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