

This workshop is intended for project managers, team members and other managers who need a clear and comprehensive understanding of conflict management throughout the different phases of a project.



"The harder the conflict, the more glorious the triumph"
Thomas Paine
Founding Father of the United States

OVERVIEW

Conflict management skill is necessary to manage projects in the modern business world. Every project members should learn to resolve conflicts effectively. To resolve conflict, project members must address the cause of the conflict and not just the symptoms of it. As this workshop suggests, such abilities can be developed and improved through this training.

OUTCOMES

By attending this workshop, will be better equipped to:

- Define conflict in the context of project
- Explain implication of conflicts in project environment
- Determine project conflict management strategies
- Describe project conflict management strategies
- Describe application of NLP for project conflict management
- Apply Thomas-Kilmann model in managing project conflict
- Develop personal action plan to translate lesson learnt into sustainable action.

QUICK FACTS

SUBSIDISED FEE

RM800
(excluding GST)

DATE

**30 NOVEMBER &
1 DECEMBER 2016**

VENUE

LANAI KIJANG

SPEAKER

**MAJOR DR
PREBAGARAN
JAYARAMAN (R)**

MAXIMUM CLASS SIZE

30 PAX

TO REGISTER:

Visit

www.aif.org.my

Or call

+603-2787 1911
Arif



MAJOR DR PREBAGARAN JAYARAMAN (R)

BSc Ed (Hons), MSc, PhD, PMP, PMI-RMP, MTP, Dip ALC, Dip Phy Ed

Dr. Praba brings with him extensive experience from the corporate world and is now considered amongst the new breed of 'holistic' trainer. He has conducted Project Management & Leadership Trainings for major organisations in Malaysia, Thailand, Singapore, Brunei, Indonesia, Ghana, Bahrain, Oman & UAE. He is an Accredited Competency Professional by Institute of Leadership Management (UK) and Certified NLP Practitioner. He has hands on experience in managing conflicts in major projects.

Dr. Praba drives learning and development based on unique combination of expertise gained through blended certifications in areas of Project Management, Project Risk Management, Leadership, Management, 7 Habits of Highly Effective People, TQM, Quality and Safety acquired throughout his 27 years of working experience. He gained valuable working experience while serving as a Production Supervisor at a MNC, Education Officer of Malaysian Armed Forces, project Manager in Boustead Naval Shipyard and another few prestigious companies.

Dr. Praba's professionalism was highlighted in SMA's corporate newsletter published in Australia in April 2014. He is also responsible for the successful design and implementation of Professional Diploma in naval Engineering in collaboration with University Teknologi Malaysia (UTM) for Royal Navy of Oman. He has successfully conducted various training in Project Management & Leadership training for major MNC and local organisations in Malaysia namely Continental, Jabil, Fairchild, Agilent Technologies, Flextronics, Avon Cosmetics, Malaysian Insurance Institute, Malaysia Public Service Department and OSRAM Technologies. He is also a part time lecturer for MBA program at UTM and Asia e University as well as an Industrial Examiner for PhD candidates at UTM.

DAY 1 – Wednesday, 30 November 2016

What is Conflict in Project Context?

- Definition of conflict
- Positive conflict
- Negative conflict

NLP presupposition of effective conflict management

- The map is not the territory
- The meaning of communication is the response it illicit
- People are much more than their behavior

Positive implication of conflict in projects

- Self-critical
- Creative
- Continuous improvement

Negative implication of conflict in projects

- Poor team- work
- Sabotage
- Negative image

Common sources of conflict in project environment

- Conflict over project priorities
 - Conflict over administration procedures
 - Conflict over technical opinions and performance trade-offs
 - Conflict over cost and budget
 - Conflict over schedule
 - Personality conflict
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How to apply Thomas-Kilmann conflict management strategy?

- Overview of Thomas – Kilmann conflict management strategy
 - Competing conflict management style- when and how?
 - Accommodating conflict management style- when and how?
 - Collaborating conflict management style- when and how?
 - Compromising conflict management style- when and how?
 - Avoiding conflict management style- when and how?
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Personal Action Plan

- How to translate your knowledge and skill into action (within your circle of influence)
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REGISTRATION FORM

Please complete the registration form and return by email to arif@aif.org.my
before 15 November 2016

PARTICIPANT'S DETAILS

Name: Dr. Mr. Ms.	
Designation:	
Company Name:	
Company Address:	
Department:	
Contact: (Office)	(Mobile)
Email:	

PAYMENT BY COMPANY

Name: Dr. Mr. Ms.
Designation:
Department:
Phone Number:
Email:

REGISTRATION FEE (Please tick)

RM 848.00 (Subsidised Fee RM 800.00 + 6% GST RM48.00)

Email the proof of payment (remittance advice) to (arif@aif.org.my).

TERMS & CONDITIONS

1. Confirmation of seat is upon receipt of full payment.
2. Registration fee is exclusive of 6% GST charges.
3. Full payment must be received on or before 18 November 2016, otherwise your seat may be released.
4. All payment to be made in Ringgit Malaysia (RM) only and made payable to ASIAN INSTITUTE OF FINANCE BERHAD.
5. All registration cancellations must be received in writing via email (arif@aif.org.my) before 15 November 2016 and will be refunded less 50% of the registration fee.
6. Cancellation after 18 November 2016 is not eligible for refund.
7. Please note that "No Shows" are liable for the full registration fee. No refund if delegate fails to attend.
8. Replacement is only allowed for attendees within the same organisation. All replacement notification must be received in writing via email to (arif@aif.org.my) before 18 November 2016.
9. ASIAN INSTITUTE OF FINANCE BERHAD reserves the right to make changes to the venue, date or speaker, including but not limited to cancellation of the conference warranted by whatsoever circumstances or reasons.

I have read your Terms & Conditions and accept its terms.

Signature: _____

Date: _____