

# BUILDING RELATIONSHIP & MANAGING CONFLICTS THROUGH DISC PROFILE



# BUILDING RELATIONSHIP & MANAGING CONFLICTS THROUGH DISC PROFILE

## INTRODUCTION

Behaviour Analysis is a foundational piece in the quest for human fulfillment. Self-understanding, recognising differences in others, and accommodating those differences are three traits of extremely successful people. Whether you are influencing a decision-maker, coaching an employee, leading a team, or developing your own career, a clear understanding of human behaviour is essential. This workshop will help us to know how to use this foundational and powerful communication tool.

The DISCcompass™ workshop is based upon the single most statistically validated business assessment in the world – based on fifty years of research. Team members will ideally take this workshop as an intact team. Imagine the power of seeing a snapshot of the behavioural characteristics of your entire team. At a glance, you'll know more about your team as a whole (and each member) than even years of working together may reveal. Team improvement starts on the spot and grows continuously.

## TARGET AUDIENCE

Recommended for teams or employees are/who will be working together

## TRAINING OUTLINE

### 1. Understanding Ourselves

- a. Introduction to the 4 Personality Attributes
- b. Sharing the DISC Matrix Theory
- c. Interpreting Your Individual Reports
- d. Interpreting Your Personal Graphs
  - Understanding Your Stress Levels
- e. Understanding the 12 Integrated Behaviours

### 2. Understanding Others

- a. Identifying Styles on Sight
- b. Reviewing Team DISC Compass Chart
  - Understanding Strengths
  - Identifying & Resolving Potential Conflicts
- c. Reviewing Team Integrated Behaviours
  - Understanding Strengths
  - Identifying & Resolving Potential Opportunities

## **TRAINING OUTLINE (cont)**

---

### **3. How to Work Together**

- a. Importance of Adapting
- b. Influencing Different Styles
- c. Adapting to Other Styles
- d. Tools to Assist in Adapting

## **DURATION**

---

1 Day (9.00 am – 5.00 pm)

## **TRAINING DATE(S) & VENUE**

---

28 May 2018 @ PSDC, Penang

## **COURSE FEE**

---

RM800/participant (excluding 6% GST). Course fees are HRDF claimable under the *SBL* Scheme.

## TRAINERS' PROFILE



### **ALVIN YEOH**

#### **Certified Coaching & Mentoring Professional (CCMP) and Certified DISC & PASSION Profiler**

Alvin has an impressive track record of more than 20 years of diversified experience in marketing, strategic planning, program management, organizational development, and human resources. He holds a Bachelor's degree from Mount Union University (USA), majoring in Economics and Marketing. In his pursuit for excellence and his passion in learning, Alvin attained International honorary recognition and awards in Economic Studies and Social Science. Today, he is a Certified Coaching and Mentoring Profession (CCMP) and holds a Certificate in Strategic HR Transformation and Organizational Development from Pennsylvania State University. Alvin is also a Certified DISC & PASSION Assessment Instructor. He was recently awarded *100 Most Influential Global HR Professional* by the World HRD Congress.

Alvin started his career at Dell in 1995, where he was the Regional Program Manager for Large Corporate Customers. In 2000, he joined Intel and has since gained experience from diverse roles in Supply Chain, Q&R, IT, Post-Sales Support, Sales/Marketing, and now in HR. During his 12-year tenure at Intel, Alvin has demonstrated his ability to lead diverse teams of professionals to success in a variety of highly strategic functions and fast-paced environments.

Over time, Alvin has proven to successfully analyse organisation's critical business requirements, identify deficiencies and potential opportunities, and develop innovative and cost-effective solutions for enhancing performance efficiency. He is a strategic thinker with an aptitude for conceptualising innovative ideas and turning it into key results. He has strong influencing and stakeholder management skills. In 2013, Alvin spearheaded Motorola's HR department in Malaysia and China, where he brought positive changes to the company and making an impact by delivering HR solutions to the business groups. He was tasked to lead Transformational HR Strategies at Celestica Inc by reshaping the South Asia HR Team and subsequently took on the Talent Management Lead for Asia region.



**DR LOW HUN SENG**  
**ICF Certified Coach, CCMP, CTP, Approved HRDF Trainer, and Certified DISC & PASSION Profiler**

Dr Low is currently the Principal Consultant for Growell Consultancy with the aim of providing Leadership, Coaching, and Strategic Consulting in OD & HR-related services to businesses. He holds a Bachelor of Commerce Degree from the Birmingham University, a professional qualification from the Chartered Institute of Bankers, London, an MBA degree from Heriot Watt University, and a doctorate degree from the University of South Australia. His doctorate research into organisational learning provides an insight into Malaysian banking industry.

Dr Low has 20 years of experience in the banking industry and has a strong financial and business background, having played numerous roles in managing people and businesses. He has managed and led teams successfully in Banking Operations, Credit Analysis, Legal Documentation, Branch Management, Leasing, Insurance, Sales of Unit Trust, Venture Capital Financing, and also had direct responsibility for the P&L of a Business Unit. He was instrumental in the business development of two new branches from ground zero to become profitable in a short time period. His last designation was that of a Vice President.

After leaving the banking industry in 2001, he has been actively involved in the field of Human Resource, playing diverse roles as an Executive Coach, Consultant, Director, General Manager, Mentor-Coach, and Advisor and helping people grow their businesses. He was the General Manager for a training institute, a Senior Consultant and Director for a multinational corporate training provider, Chairman for a church-based kindergarten (2007 – 2009), and acted as HR Advisor for Georgetown World Heritage Incorporated and Treasurer for a Joint Management Committee for Commercial Building. He has been involved in coaching Key Executives, Key Talent, Key Leaders and Teams in MNCs around the region for the last 7 years. He has coached more than 150 Senior and Top Leaders plus key talents in different organisations. He adopts a rigorous behavioral based approach to coaching his clients. He is an Accredited Certified Coach with International Coach Federation and is also mentor-coaching other coaches to be certified with ICF. He is also a contributing author for the book, *Becoming an Effective Mentoring Leader*, which was released in 2013.

## ADMINISTRATIVE DETAILS

### **Cancellation Policy:**

The PSDC reserves the right to cancel or postpone the program but with due notice to the participating company. For any cancellation or postponement of training by the participating company, a written notification by email must be sent to the PSDC. Cancellation/postponement charges are calculated based on the following:

<b>Receipt of Cancellation/Postponement Notification</b>	<b>Charges/Penalty</b>
<i>Seven (7) working days prior to the commencement of training</i>	<i>Nil</i>
<i>Less than seven (7) working days prior to the commencement of training</i>	<i>50% of package fee</i>
<i>On the day of the training</i>	<i>Full package fee</i>

### **Online Registration:**

To register, log on to <http://www.psd.org.my> or contact our sales personnel below.

### **Enquiries:**

For further information, please contact Ken Shin (ext 512/[shinyk@psdc.org.my](mailto:shinyk@psdc.org.my))





To find out more, call our **Corporate Training Team** at ext 523/577/514/517 or email to [corptraining@psdc.org.my](mailto:corptraining@psdc.org.my)

**1, Jalan Sultan Azlan Shah, Bandar Bayan Baru,  
11900 Bayan Lepas, Penang, Malaysia**

**T** +604-643 7909   **E** [admin@psdc.org.my](mailto:admin@psdc.org.my)   **W** [www.psd.org.my](http://www.psd.org.my)

*All information is correct at time of printing and is subject to change. PSDC 2017. All rights reserved.*