



PEOPLE MANAGEMENT:

HANDLING DIFFERENT PERSONALITIES WITH EASE

People Management is the ability to anticipate, envision and empower others by influencing behaviors, thoughts and feelings of those they work with. The ability to manage human capital is one of the most critical assets of a leader.

This program helps to gain a better understanding of yourself and others through Personality Profiling, behavior assessment tools. It aims to explain the 'mystery' of human behaviors, enabling you to gain insights into the complexity of various personalities at work and the key factors in pursuing productivity from everyone. It provides in-depth analysis on the strengths and weaknesses as well as the communication styles of yours and others.

It aims to equip leaders with the knowledge and skill required to identify and manage different personality types and how it impacts behavior and leadership style of individuals.

PROUDLY ORGANIZED BY



ELITE ESSENTIAL
INTEGRATING PEOPLE AND KNOWLEDGE

LEARNING OBJECTIVES

Upon completion of the program, participants should be able to:

- Explain 5 reasons why personalities are important in the workplace
- Assess their personal personality profile using free online tools and checklist
- Explain the few widely used personality assessment instrument – DISC, MBTI, HBDI and the Big 5
- Use Belbin team assessment to assess team behavior of a member
- Manage diverse personalities in a team
- Synergize team behaviors and personalities for maximum results
- Getting different personalities to work together as one
- Realise that everyone with different personalities can work together successfully
- Appreciate others, especially their differences

PROGRAM OUTLINE

UNDERSTANDING HUMAN PERSONALITIES

- Review the various definitions of human personality
- Insights into the history of personality theories
- 5 reasons why personalities at work is important:
 - Help motivate employees
 - Reduce turnover
 - Decrease conflict and improve collaboration
 - Prevent burnout
 - Communication effectiveness

MODULE 1

PERSONALITY ASSESSMENT INSTRUMENTS

- The Big 5 – Five personality dimension assessment
- Herrmann Brain Dominance Instrument (HBDI)
- DISC model
- Myers Brigg Type Indicator (MBTI)
- VAK – Learning style assessment
- Perform self-assessment using HBDI, VAK and The Big 5
- Interpret results and develop action plan for personality development

UNDERSTANDING EMPLOYEE PERSONALITIES AT WORK

- Dealing with different personality types in the workplace
- The 7 different personalities in the workplace and how to manage them:
 - The Solo Artist
 - The Master of Illusion
 - The Upward Manager
 - Everybody's Best Friend
 - The Ticking Time Bomb
 - Woe is Me
 - The Ego Monster

MODULE 3

TEAM PERSONALITY ASSESSMENT

- Personality types and team dynamics
- The 9 Belbin Team Roles:
 - Resource Investigator
 - Teamworker
 - Coordinator
 - Plant
 - Monitor Evaluator
 - Specialist
 - Shaper
 - Implementer
 - Completer Finisher
- 7 personality types that make a well-rounded team

MODULE 4

LEADING A TEAM WITH DIVERSE PERSONALITIES

- Know your team member personality and background
- Create a flexible work environment
- Tailor workspaces to personalities
- Help introverts speak and extrovert listen

MODULE 5

SYNERGIZING DIVERSE PERSONALITIES

- Learn to value the difference
- Embrace criticism
- Seek different ideas and manage difficult people

MODULE 6

Case study: Managing "Cold War" vs "Hot War"

REGISTRATION FORM

27-28 FEB | PULLMAN BANGSAR



ELITE ESSENTIAL
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WORKSHOP TITLE

People Management:
Handling Different Personalities with Ease
27-28 Feb 2019, Pullman Bangsar

GROUP OF 5-9 PAX

RM 1199
per person

GROUP OF 4

RM1499
per person

EARLY BIRD

RM1599
per person

NORMAL RATE

RM1699
per person

Notes:

- Kindly contact Elite Essential should accommodation is required.
- Early bird rate applies to registration received 1 month prior programme.
- For group registration of 10 pax and above, please contact Elite Essential for exclusive rate.
- Prices not inclusive of 6% Service Tax.

Tel: 603 8063 9211, Fax: 603 8063 7211 | Email: training@elite-essential.com.my

ORGANISATION:

SST ID:

CONTACT PERSON / APPROVED BY:

ADDRESS:

DESIGNATION:

TEL:

FAX:

EMAIL:

Participant Details

NAME ①:

DESIGNATION:

H/P:

EMAIL:

NAME ②:

DESIGNATION:

H/P:

EMAIL:

NAME ③:

DESIGNATION:

H/P:

EMAIL:

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Terms and Conditions:

- Registration fees include refreshments, lunches, course, materials, and certificate of attendance.
- Cancellation of registration must be made in written form (letter, fax or email) to Elite Essential Sdn Bhd before 10 working days prior to the event with 20% of the registration fees imposed for cancellation. The full registration fees will be billed to your organisation for cancellation received within 10 working days prior to the event or in a case of "no-show".
- Substitution of participant(s) is allowed with no additional charge provided Elite Essential Sdn Bhd is notified in writing of the name and designation of the new participant(s).
- Full registration fees must be received before commencement of the course. Participants with outstanding registration fees are required to make payment on site or present an undertaking letter, local order or letter of approval to participate. If one of these cannot be supplied, Elite Essential Sdn Bhd reserves the right to refuse admission.
- Elite Essential Sdn Bhd reserves the right to change the venue, facilitator and reschedule or cancel the course whenever deemed necessary. We shall inform the participant(s) if any changes arise.

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CHEQUE

BANK DRAFT

LOCAL ORDER

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We fully understand and agree on the terms and conditions stated above.

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Authorised Signature

Name _____

Designation _____

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