



FMM INSTITUTE

Centre for Professional Development



LEARNING TO DEFUSE AND RESOLVE WORKPLACE EMOTION

In this workshop, there is a section focusing on the main negative emotions at the workplace - anger, frustration, stress and worry. These are common emotions we feel from time to time. If uncontrolled, they can quickly escalate into guilt, verbal abuse and even physical violence. Yet interestingly, uncontrolled anger and frustration are almost taboo subjects. Most of us get very little advice or guidance in our society on how to handle or manage them. Is anger or frustration a terrible thing? Not if you understand that negative emotions are actually signals or messages that indicate to us that something is not right in our lives and we need to change or to take action, otherwise the pain remains.

By attending this life changing course, you will be provided with effective techniques for controlling, managing and overcoming your negative emotions particularly anger, frustration, stress and worry. Learn how to avoid situations that create them, overcoming and eliminating these intense emotions.

ADMINISTRATIVE DETAILS

Date	:	October 29 - 30, 2025 (Wed-Thu)
Time	:	2 Days (9:00 am - 5:00 pm)
Venue	:	Remote Online Training "ZOOM"
Fees	:	RM 1,026.00 (FMM Member) RM 1,134.00 (Non member) The fee inclusive Service Tax at 8%
Closing Date	:	October 15, 2025 (Wednesday)
Training Programme No.	:	10001378798
Training Provider	:	FMM Institute Johor MYCOID: 475427W_JOHOR

TARGET AUDIENCE

For anyone in need of managing their emotional well-being to become more productive at work. It is recommended for ALL personnel and staff who would like to learn how emotions affect performance at work, how to use practical and effective strategies to manage emotions in difficult situations.

All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the programme. Cancellation received 5 working days before the start of the programme is subjected to a cancellation fee of 50% of the course fees. Cancellation received 3 working days and below before the start of the programme is subjected to cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.



COURSE OUTLINE

1. YOU'RE NOT THINKING STRAIGHT - HOW NEGATIVE EMOTIONS AFFECTS CLARITY AND PERCEPTION (especially anger and frustration)

- Explore Robert Plutchik's Wheel of Emotions
- Negative emotions and levels - behavioral, verbal, self inflicted
- Observe yourself - assess emotional patterns and meanings

2. IDENTIFYING AND ARTICULATING HIDDEN EMOTIONAL TRIGGERS - UNDERSTANDING WHAT SETS YOU OFF

- The 'EQ Brain' and how it works
- Find your self-control ... take back your Amydala (Amydala Hijacking)
- What are emotional triggers and hot buttons

3. HEALTHY COPING AND GAINING CONTROL - MAKING AND SEEKING INTELLIGENT OPTIONS

- The 6 Seconds Pause
- Handling reactions and moods management skills
- A word of warning - learning to 'snap out of it'

4. BLOWING OFF STEAM - ANGER MANAGEMENT TECHNIQUES

- Common myths about anger
- Understanding the cycle of anger and flight or fight pattern
- Helpful vs unhelpful ways of dealing with anger

5. NAVIGATING YOUR EMOTIONS - HANDLING STRESS, FRUSTRATION AND WORRY

- Key messages of your main negative emotions
- Every emotion is a call and a signal for some sort of action or change
- The 4A approach - alter, adapt, avoid, accept

6. TURNING IT INTO FUEL : HOW TO SUCCESSFULLY METABOLIZE NEGATIVE EMOTIONS AND HARNESS THE POWER OF EMOTIONAL INTELLIGENCE

- Understand the cost and dangers of suppressing negative emotions particularly anger, frustration, stress and worry
- Controlling your reactions to what comes your way

7. STEP BY STEP - SELF REGULATION, SELF MANAGEMENT AND SELF CHECKS

- Words from the Wise
- It takes time to change patterns and implement new methods
- Goal setting and techniques for improving skills

FACILITATOR

Ms. Rachel Khor - With more than 16 years in both andragogy and pedagogy practical learning & development experiences, Rachel Khor is a Certified Master Performance Coach (ICF Approved by International Coach Federation). She is also a Certified Professional Facilitator and a Certified DC Psychology International Trainer.

She is currently the Principal Trainer & Chief Learning Strategist with Peak Success Abundance Sdn Bhd as well as an experienced entrepreneur and businesswoman. She has also undertaken training, consultancy & facilitation projects with various companies, both private and public sectors. She is a sought after Learning & Development Strategist, People Developer, Trainer, Coach & Mentor.



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OCTOBER 29 - 30, 2025| VENUE : REMOTE ONLINE TRAINING "ZOOM"

FMM Institute (475427-W)

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Please tick accordingly:

Fees: ☐ **FMM Member: RM 1,026.00/pax**
(inclusive of 8% Service Tax)

☐ **Non Member: RM 1,134.00/pax**
(inclusive of 8% Service Tax)

Dear Madam,

Please register the following participant (s) for the above programme:

(To be completed in BLOCK LETTERS)

1. *Name

*Designation

*Email

Nationality

*IC No.

*Mobile No.

2. *Name

*Designation

*Email

Nationality

*IC No.

*Mobile No.

(if space is insufficient, please attach a separate list)

Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 7 or more working days before the start of the training. Cancellation received 5 working days before the start of the training is subject to a cancellation fee of 50% of the training fees. Cancellation received 3 working days and below before the start of the training is subject to a cancellation fee of 100% of the training fees. If the participant fails to attend the programme, the **full training fees are payable**. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the webinar and all efforts will be taken to inform participants of the changes.

We hereby confirmed that (please tick accordingly):

☐ We will be claiming under **HRD CORP CLAIMABLE COURSES** and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.

☐ We will **NOT BE CLAIMING** under **HRD CORP CLAIMABLE COURSES**. Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **Maybank Account No. 501280056601**.

Submitted by:

Name

Designation

Email

Tel

Fax

Mobile No.

Company

Date

Address

Company Stamp & Signature