



CERTIFICATE IN WORKPLACE DYNAMICS COACHING MASTERY (CWDCM)

PUBLIC TRAINING



2,3,9,16 & 17 August



PUSAT LATIHAN ASIA PASIFIK
Setiawalk, Unit J-03-02 & 03,
Block J, Pusat Bandar Puchong 47160
Puchong, Selangor

FEE: RM4,500 net / pax



METHOD

Theory, group discussion, role play, case studies, assessment and tutorials



FOR WHOM

HR, L&D, and DEI professionals managing diverse teams.



DURATION

5 DAYS TRAINING (2+2+1)

OVERVIEW

This programme equips participants with essential skills in workplace dynamics and coaching skills. Participants will explore the importance of understanding child psychology as a foundational aspect applicable to various fields, including social work, mental health, parenthood and counselling.

With a strong focus on counselling and coaching techniques, this module provides practical tools and insights into effective communication, empathy, active listening, and emotional support. These skills are crucial for self-improvement and fostering a supportive and inclusive workplace environment.

By the end of the programme, participants will be able to address self/individual needs, promote well-being, and create a collaborative and constructive atmosphere, empowering them to provide guidance and support across diverse professional settings.

LEARNING OUTCOME

1

Understand how early childhood psychology influences workplace behavior.

2

Recognize and address diverse needs, including special requirements.

3

Apply coaching and counselling techniques to support inclusion and well-being.

4

Promote emotional intelligence and psychological safety.

5

Develop actionable strategies for managing workplace challenges and fostering team growth.



HRDF CLAIMABLE



COURSE OUTLINES

Module 1: Foundations of Workplace Dynamics and DEI

Understanding Workplace Dynamics

- The impact of early experience on workplace behavior.
- Diversity, Equity and Inclusion: Key principles and practices
- Building an inclusive and psychologically safe work environment

Child Psychology as a Lens for Understanding Adult Behavior

- Early attachment styles and their influence on professional relationships
- Developmental milestones and behavioral tendencies
- How childhood experience shape communication and leadership styles

Module 2: Psychological Theories and Workplace Behavior

Key Psychological Theories

- Attachment Theory: Understanding secure and insecure attachment
- Erikson's Psychological Stages: Navigating adult crises in the workplace.
- Learning Disorders and Developmental Delays implications for adults

Understanding from Childhood to Adulthood

- Problem-solving and decision-making (Cognitive development theories (Piaget))
- Patterns of reinforcement and punishment. (Behavioral conditioning (Skinner))
- Emotional development and self-regulation in professional settings

Module 3: DEI and Special Needs Awareness

Understanding Special Needs in Adults

- Autism spectrum traits in the workplace
- ADHD and executive functioning challenges
- Dyslexia and learning styles
- Accommodating diverse needs

Practical Strategies for DEI Implementation

- Adapting workplace practices for inclusiveness
- Fostering understanding and empathy through training and awareness
- Recognizing unconscious biases and addressing them constructively



COURSE OUTLINES

Module 4: Advanced Counselling and Coaching Techniques

Counselling for Workplace Inclusion

- Establishing trust and rapport in coaching relationships
- Tailoring counselling approaches for diverse needs

Coaching for Behavioral Change

- Encouraging self-awareness and accountability
- Motivation and reinforcement techniques
- Managing resistance and fostering adaptability

Module 5: Communication and Emotional Intelligence

Effective Communication for DEI

- Active listening and empathy in diverse teams
- Non-verbal communication and cultural sensitivity
- Managing microaggressions and fostering respectful dialogue

Emotional Intelligence in Leadership

- Understanding and regulating emotions in high-pressure situations
- Promoting empathy and collaboration among teams
- Leveraging emotional intelligence for organizational success

Module 6: Ethical Practices and Boundaries in DEI Counselling

Ethical Considerations in Workplace Counselling

- Ensuring confidentiality and trust
- Navigating ethical dilemmas in DEI coaching and counselling
- Balancing empathy with professional boundaries

Handling Sensitive Cases

- Recognizing signs of mental health challenges
- Providing support for individuals with special needs
- Referral practices

Module 7: Application and Case Studies

Interactive Scenarios

- Role-playing workplace challenges related to DEI
- Group discussions and peer feedback
- Analyzing case studies to apply theories to real-world situations

Developing DEI Action Plans

- Identifying goals for implementing inclusive practices
- Monitoring progress and creating a culture of accountability.
- Aligning DEI initiatives with organizational objectives



TRAINERS PROFILE

Dr. Yeo Pei Li

Counsellor, Educator, Clinical Supervisor

Dr. Yeo Pei Li is a licensed counsellor with Malaysia's Board of Counsellors since 2003, specializing in couple and family counselling, trauma work, and career guidance. With extensive experience in education since 2004, she has served as a student counsellor, senior lecturer, and trainer. Dr. Yeo holds a doctorate in Counsellor Education and Supervision from Regent University. She currently lectures at Monash University Malaysia, is the Dean of Counselling Studies at Alpha Omega International College.



Deborah Priya Herman

Psychologist & Counsellor (Specialist in Women and Children)

Ms. Deborah Priya Herman is an accomplished expert in psychology and counseling with a Master of Science in Guidance and Counseling from Universiti Putra Malaysia and a Bachelor of Arts in Psychology from the University of North Texas, U.S. She began her academic journey in psychology through the American Degree Transfer Program at HELP University College, Malaysia. With extensive experience in roles such as Psychology Officer at DII (Children, Women & Sexual Investigation Division), Founder of CHOICE Psychotherapy Services, and Special Education Teacher at the Kiwanis Down Syndrome Foundation, Ms. Deborah brings a wealth of knowledge to her work. Her certifications include Sandtray Therapy, Addiction Therapy, HRDF Train-The-Trainer, Clinical Hypnotherapy, Play Therapy, and Reality Therapy, highlighting her diverse expertise and commitment to advancing mental health and education.



Emiliawati Zainol

Managing Director Q3 Management Solutions

Emiliawati Zainol is a seasoned professional with a career spanning Customer Service, Learning and Development, and Human Resource Management. Starting in Customer Service and Public Relations, she transitioned into HR with corporate and multinational organisations in industries such as hospitality, property, retail and etc. Rising to Head of Human Capital Management, she gained expertise in customer experience, risk management, cost optimisation, talent acquisition, and employee engagement. As an inclusive leader and HRDC-accredited trainer, she champions sustainability, gender equality, and responsible business practices by integrating ESG principles into HR strategies. Emiliawati drives cultural shifts to empower individuals, build sustainable workforces, and create future-ready workplaces where sustainability drives progress.



**Questions &
Queries met with
Quality Solutions**



03-2382 0800 / 012-565 3364



enquiry@q3solutions.com.my



www.q3solutions.com.my



Q3 Management Solutions Sdn Bhd

REGISTRATION FORM



TRAINING : Certificate in Workplace Dynamics Coaching Mastery (CWDCM)

COMPANY DETAILS & CONTACT PERSON

Organization :

Date :

Type of Business :

Office No. :

Address :

Contact Person :

Designation :

Contact No. :

E-Mail :

HRD Corp Registered Employer

:

☐

Yes

☐

No

REGISTRATION

Name :

Designation :

Email :

Mobile No. :

(Please provide separate list for more than 4 persons)

* **NOTE** : Please scan this form and email to enquiry@q3solutions.com.my or you can WhatsApp the registration form to us at +012-565 3364

PAYMENT / TERMS & CONDITION

1. Kindly make payment to our account number as stated, payable to **Q3 Management Solutions Sdn Bhd.**
2. Please email or WhatsApp us the payment proof and complete registration form.
3. Any cancellation within two (2) weeks before the event is not refundable.
4. The management has the right to change the time / date of the event with notice to be given in advance.

SBL KHAS SCHEME (HRD CORP REGISTERED EMPLOYERS)

1. Please apply HRD CORP grant through e-TRIS portal under SBL-KHAS scheme
2. Please find our MyCoID 1203344U at e-TRIS portal.
3. Kindly email or WhatsApp us the grant approval at least 5 days prior to the training.

Maybank Acc. Number: 5627-6841-5995

Payable to:

Q3 MANAGEMENT SOLUTIONS SDN BHD

+603-2382 0800 (Office)

www.q3solutions.com.my

19-2, Jalan PJU 5/9, Dataran Sunway, Kota Damansara, 47810 Petaling Jaya, Selangor