

OPEN ENROLMENT
PROGRAM



lclif Executive Education Center

CRISIS MANAGEMENT & NEGOTIATION

Faculty
Dr Gilbert Wong



12 June 2023
9.00AM – 5.00PM



RM1,500 before SST

Program Overview

"Crisis is an acute emotional upset; it is manifested in an inability to cope emotionally, cognitively, or behaviourally and to solve problems as usual."

(Lee Ann Hoff, People in Crisis, 2009)

We all face and deal with crisis, in one measure or another, everyday ranging from personal, team, organisational, regional or even global crisis. In the business setting, crisis management is the process through which an organization tackles an unfavourable event that negatively affects the organisation, its stakeholders, or the general public. One of the key factors that helps organisations survive crisis situations is to adopt sophisticated crisis communication and negotiation skills.

Crisis negotiators are highly skilled in the nuances of communication and are trained in assessing verbal and non-verbal behaviours. In this highly interactive program, Dr Gilbert Wong will draw from his 22 years of experience in crisis negotiation while serving with the Hong Kong Police Force to provide helpful insights. He will cover the key concepts and skills in crisis management and negotiation with special emphasis on the 8C Strategic Model i.e. Containment, Command, Communication, Control of Emotion, Coordination of Intelligence, Care, Commitment and Closure.

He will demonstrate how the elements of crisis negotiation can be applied within the work setting in managing difficult staff, clients and key stakeholders. Focus will be given to the importance of adopting a positive mindset and managing stress. Participants will be provided with 'tools' or handles on how to deal with a wide spectrum of crises.

By the end of the programme, participants will be able to:

- Identify salient features of a crisis;
- Learn crisis negotiation theories;
- Apply key concepts of crisis negotiation to resolve crises in the workplace;
- Gain handles on how to manage self in conflict/crisis situations.

Who Should Attend?

- Board of Directors
- Senior Management
- Heads of Department
- Anyone who wants to learn how manage workplace 'crises' better in order to get the best outcomes.

Program Outline

Session 1: Anatomy of Crisis Management

The program will explore the art and science of crisis negotiation. With reference to the basic concepts on behavioural change, the discussion will focus on the common features of crisis and how to develop crisis management skills so that participants can respond in a professional manner. Three secret weapons of crisis management will be introduced. The session will conclude with the 8C model which illustrates the 8 core elements for a successful negotiation.

Session 2: Crisis Negotiation

This session will introduce participants to the basic principles and roadmap of crisis negotiation. Participants will learn how to identify hidden messages as well as how to convey messages effectively so that all parties can come to an agreement. Participants will engage in a practical exercise to apply active listening skills in the process of negotiation.

Session 3: Adaptive Leadership and Stress Management

In this session, participants will learn how to develop leadership skills to enable them to adapt and thrive in the face of unexpected challenges that often arise during crisis situations; and prepare them to take on the process of change.

This session will also deal with stress management – how to manage it at an optimal level for best performance. Participants will be introduced to various stress management methods and learn how to identify the most suitable stress relief for themselves.

Session 4: Role Play on Scenario in the Workplace

In this session, participants will role play to solidify their learning on crisis management and negotiation with different stakeholders in the workplace. The de-brief and discussion following the role play will drive home the key takeaways from the program.

Faculty



Dr Gilbert Wong joined the Royal Hong Kong Police Force as an Inspector in 1993 and was promoted to Chief Superintendent of Police in 2017. Upon his retirement from the Hong Kong Police Force (HKPF) in 2021, Gilbert was appointed as a Life Honorary Consultant, Police Negotiation Cadre (PNC), an Honorary Consultant, Police Carelinks Cadre and an Honorary Hong Kong Police College Advisor. In July 2022, Gilbert was awarded the Hong Kong Police Medal for Meritorious Service in recognition of his exemplary service in the HKPF for over 29 years.

Gilbert graduated with a Bachelor's Degree in Behavioural Science and Physiology from Australia. He obtained a Graduate Certificate in Education, a Graduate Certificate in Applied Management, a Master of Administrative Leadership, a Master of Counselling and a PhD in Behavioural Science. He also graduated from the Federal Bureau of Investigation National Academy in Quantico, Virginia, USA with a Certificate in Criminal Justice Education and completed the Harvard Program on Negotiation.

Gilbert is currently the Founder and CEO of HypnoHealth Consulting Limited in Hong Kong, founding Chairman of the Hong Kong Mental Wellness Association and Honorary Fellow of The Hong Kong Jockey Club Centre for Suicide Research and Prevention. He is also the co-author of a non-fiction book, *Who Cares Wins: The Art and Science of Crisis Negotiation*. In addition to his law enforcement experience, Gilbert has been a certified medical and clinical hypnotherapist since 2005 and a life member of International Society for Investigative and Forensic Hypnosis since 2011. He was certified as a master hypnotherapy trainer by both the International Medical and Dental Hypnotherapy Association and the International Association of Counsellors and Therapists in 2012.

Gilbert is a rescue scuba diver and has so far, completed one full marathon and six half marathons. Last but not least, Gilbert is passionate about understanding the mindset of people and identifies himself as a life adventurer, peace-maker, fear-buster, conflict mediator and relationship builder.

REGISTRATION FORM

Crisis Management & Negotiation

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Name:

Designation:

Company:

Address:

Contact Tel (Company):

Contact Tel (Mobile):

(mobile no of participant is mandatory to gain access to ASB Mobile App)

Email Address:

(email address of participant and not a representative)

Meal Preference:

Vegetarian

Non-Vegetarian

Name of Secretary:

Contact Tel & Email Address:

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