

MIA WEBINAR SERIES

Stand Up for ***YOURSELF***

*Developing
Assertiveness Skills
for the Workplace*

24 & 25 April 2025 (Thursday & Friday), 9.00 am – 1.00 pm

Do you feel you have been unfairly passed over for promotions and pay rises, despite being skilled in your job competencies? Do you get extra work dumped on you because you are unable to say “no”? Do you avoid confrontation or give in easily so as not to offend others in your department or team?



Stand Up for YOURSELF

Developing Assertiveness Skills for the Workplace

Assertiveness is a critical trait for supervisors, managers, and anyone with authority over others. It is simply the ability to stand up for yourself without stepping on anyone else's toes, ask for what you want or say "no" to protect your time and resources.

Those who can assert themselves communicate more confidently, enjoy more fulfilling relationships with others, and are more effective at work. Fortunately, anyone can develop assertive skills and behaviours that will bring success in the workplace—for themselves and their organisation. Don't miss this practical and interactive course to get better at communication!

YOU WILL LEARN HOW TO...

- Understand the nature of assertiveness
- Appreciate the value of assertiveness in the workplace
- Distinguish among passive, assertive, and aggressive behaviours
- Utilise assertive speech patterns and body language
- Boost your self-esteem and self-confidence for success on the job
- Ask for what you want
- Say "No" without offending anyone
- Handle criticisms and manage difficult conversations
- Meet people and initiate, sustain, and conclude conversations with confidence
- Craft and deliver assertive messages to superiors and colleagues

METHODOLOGY

A highly interactive learning session with trainer/speaker-led facilitation, live Q&As, quick polls/surveys, self-assessment quizzes and participant's feedback on learning outcome achievement.

WHO SHOULD ATTEND

Those who are in leadership positions and those who aspire to become better leaders.

PROGRAMME OUTLINE

DAY 1

8.30 am – 9.00 am	Participants login to join the webinar
9.00 am – 11.00 am	Session 1 <ul style="list-style-type: none"> • Developing Self-Esteem and Confidence <ul style="list-style-type: none"> > Improving Your Self-esteem > Becoming More Confident > I Feel / They See
11.00 am – 1.00 pm	Session 2 <ul style="list-style-type: none"> • Developing Self-Esteem and Confidence (<i>continued</i>) <ul style="list-style-type: none"> > How to Meet and Greet to Project Confidence • The Assertiveness Spectrum <ul style="list-style-type: none"> > Distinguishing Assertive, Passive, and Aggressive Personalities > The Assertive Voice
1.00 pm	End of Day 1

DAY 2

8.30 am – 9.00 am	Participants login to join the webinar
9.00 am – 11.00 am	Session 1 <ul style="list-style-type: none"> • The Assertiveness Spectrum <ul style="list-style-type: none"> > Assertive Body Language and Behaviours > The Assertive Person's Bill of Rights and Obligations • Developing Assertive Behaviours <ul style="list-style-type: none"> > How to Ask > How to Say "NO"
11.00 am – 1.00 pm	Session 2 <ul style="list-style-type: none"> • Developing Assertive Behaviours (<i>continued</i>) <ul style="list-style-type: none"> > Crafting Assertive Messages in Three Steps > Six Step Assertion Process
1.00 pm	End of Webinar

NOTE: The order of topics to be covered may be revised at the trainer/speaker's discretion.

TESTIMONIALS

"I enjoyed David's course as he is approachable and friendly. The lesson was also easy to understand."

Gan Siew Ee, Senior Manager, GSK Global

"Well done, David! I am definitely taking away the essential information on assertiveness skills and how to say 'no' nicely to my stakeholders."

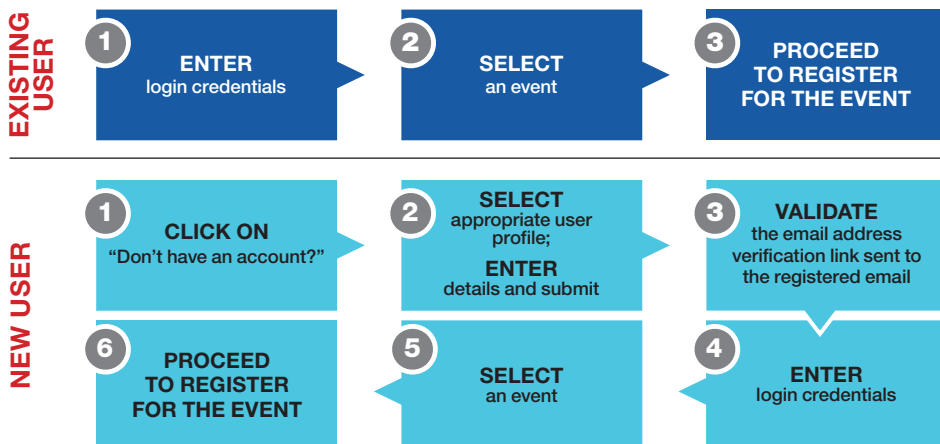
Vimala Ramasamy, Employer Servicing Consultant, WDA

Stand Up for Yourself

Developing Assertiveness Skills for the Workplace

REGISTRATION PROCESS

- To view more events and download the full brochure, please visit: pd.mia.org.my
- Search and select the event
- Click 'Register' to experience the new system by continuing with the respective steps below:



For any assistance, please call (8.45am-5.30pm, Monday-Friday)

MIA Help Desk @ 603-2722 9000

TERMS & CONDITIONS FOR WEBINARS

WEBINAR FEE

- Fee is payable to MALAYSIAN INSTITUTE OF ACCOUNTANTS
- For selected webinars, the fee includes e-materials.
 - Individual Registration:** Full payment shall be made at the point of online registration.
 - Corporate Registration:** Full payment shall be made within thirty (30) days from the date of the Invoice or 1 day before the webinar, whichever earlier.
- Access to join the webinar shall be granted only upon full payment as per the above requirement.

WEBINAR ACCESS LINK

- The Access Link will be emailed at least 24-hours before the commencement of the webinar.
- The Access Link is unique and should not be forwarded/shared with others.

PAYMENT MODE

- Payment must be made through the **electronic channels i.e. online payment via the MIA member service portal and electronic fund transfer (EFT).**
- Payment by **cash and cheque is NOT ACCEPTABLE** effective from 1 January 2022.

HRD CORP (FOR CLAIMABLE EVENTS ONLY)

- MIA is an approved Training Provider registered under 'Institut Akauntan Malaysia' (MyCoID: 631967).
- Employer's Obligations**
 - To ensure grant approval is obtained prior to event registration and to provide the Grant ID notification upon event registration.
 - To make full payment to MIA as per the issued Invoice within 14 working days upon receipt of MIA's notification in the event the approved training fee is cancelled by HRDC due to non-compliance on the part of the participant or his/her employer or any valid reasons stipulated by HRDC.
 - To settle the balance payment to MIA within 14 working days upon receipt of MIA's notification in the event only partial claim is approved by HRDC. MIA will provide copy of the original invoice and will not issue a new invoice for the balance amount.
 - If employer has made payment prior to grant approval, a refund will be made to employer subject to reimbursement received from HRDC. Refund will be made upon receipt of duly completed employer's EFT Form.
 - To provide required information and/or documents after completion of event for the purpose of HRDC Claim within 7 working days upon receipt of MIA's notification.

CANCELLATION

Should the participant decide to cancel his/her enrolment, a cancellation policy shall be applied as follows:

- For written cancellation received with minimum seven (7) days' notice from the date of the webinar, no penalties will be imposed and full refund will be made to participants who have paid.
- For written cancellation received less than seven (7) days from the date of the webinar, an administrative charge of 20% of the registration fee will be imposed. Unpaid registrations will also be liable for a 20% administrative charge.
- No refunds will be made for written cancellations received on the day of the webinar or for participants who failed to join the webinar. Unpaid registrations will also be liable for full payment of the registration fee.
- Replacing registered participants is not allowed.
- Paid registration that is cancelled can opt to transfer the paid amount to future event(s) after deducting any applicable administrative charges.
- The transfer request to future event(s) should be confirmed by Corporate/Individual within three (3) days after cancellation otherwise the cancellation will be confirmed with refund action. Transfer request will not be entertained after the refund is processed.
- Corporate/Individual is required to top-up the balance amount if the amount to be transferred to the future event is insufficient.

- Any excess amount after transfer will be refunded to the Corporate/Individual's bank account as provided in the EFT form.
- Corporate/Individual is required to provide the EFT form each time when a refund is requested.

PARTICIPANT'S CLASSIFICATION AND INFORMATION

Category: Corporate/Individual

- Please select the participant classification carefully as it determines the fee payable. No alteration will be allowed upon registration.
- The information on Corporate/Individual provided shall be deemed true and correct. No alteration will be allowed upon registration.

METHODOLOGY, CERTIFICATE OF ATTENDANCE AND CPE CREDIT HOURS

- Live Q&As, quick polls/surveys will be carried out throughout the webinar.
- For selected webinars, pre and/or post course materials will be shared with participants.
- Self-assessment quizzes at the beginning as well as at end of the webinar will be given to enable participants to self-evaluate themselves on their learning performance and level of understanding of the programme content.
- Participants will be issued with an e-certificate of attendance and awarded CPE credit hours upon strict compliance of the following terms:
 - Remain logged in at least 80% of the time allocated for the webinar,
 - Submit the post-course evaluation on learning outcome within 3 days after the completion of the webinar (late submission of the post-course evaluation will not be entertained).

- CPE credit hours will be credited into the MIA Member Services Portal within 14 days of the webinar for participants who have complied with all terms and conditions stipulated herein.

- Listening to pre-recorded webinar and/or reading from past webinar e-material shall not qualify as structured CPE credit hours.

COPYRIGHT

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DATA PROTECTION

Information given by the participants to MIA is true, accurate and to the best of their knowledge. The participants have read and agreed with the Privacy Notice as stated on MIA's official website and therefore, allow MIA to collect, process, store and use the participants' data other than what is provided under the Personal Data Protection Act 2010.

EXCLUSION OF LIABILITY

This webinar shall not constitute an endorsement of the speaker(s) by MIA and MIA shall not be liable for whatsoever circumstances arising from any engagement between the speaker(s) and the webinar's participants.

DISCLAIMER

Malaysian Institute of Accountants (MIA) reserves the right to change the speaker(s), date(s), time(s) and to cancel the webinar should circumstances beyond its control arise. MIA shall not be responsible for any costs, damages or losses incurred by the participant due to the changes and/or cancellation. MIA also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. Upon registering, you are deemed to have read and accepted the terms and conditions herein.

With immediate effect, enrolment for all CPE programmes will be

STRICTLY VIA ONLINE REGISTRATION ONLY

SPEAKER/TRAINER



DAVID GOLDWICH

David Goldwich, the Persuasion Doctor, teaches people how to become more influential, compelling, and irresistibly persuasive. He has an MBA and JD degrees and practiced law in the United States for more than 10 years, arguing before judges and political, government, and community bodies. He knows how to persuade the toughest audiences.

David speaks internationally and conducts workshops in persuasive business presentations, negotiation, storytelling for leaders and sales professionals, and other areas of influence and persuasion. He is the author of four books, including Kickass Business Presentations: How to Persuade Your Audience Every Time.

WEBINAR FEES

Member/Member Firm	RM 850
Non-member	RM 1,050

Preferred Payment: Pay with MIA-CIMB Affinity Credit Card.

WEBINAR DETAILS & REGISTRATION

24 & 25 April 2025 (Thursday & Friday)

Session 1 : 9.00 am – 11.00 am

Session 2 : 11.00 am – 1.00 pm

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