

TALK ON “CONFLICT RESOLUTION IN THE WORKPLACE”

Organised by the Engineering Education Technical Division, IEM
BEM Approved CPD/PDP: 2 hours Ref: IEM16/HQ/558/T

Date : 27 July 2017 (Thursday)
Time : 5.30 p.m. – 7.30 p.m.
Venue : C&S and TUS Lecturer Room, 2nd Floor Wisma IEM, Petaling Jaya, Selangor
Speaker : Ir. Dr. Ling Chen Hoe

SYNOPSIS

Conflict is inevitable among humans. Societies are defined by inequality that produces conflict. Conflicts come in various forms, are a part of everyday life and are inherent in the organization. When two or more individuals, groups or organizations come together with one another in attaining their respective objectives, their relationships may become incompatible, giving rise to conflict. Conflict is one of the major organizational phenomena posing a threat to the efficiency and performance of the organization. In recent years, there have been renewed interests in the study of conflict in the organizational contexts to understand the nature of organizational behaviour that affect organizational performance. The constructive resolution of conflicts can be achieved through a rational process of creative problem solving, coupled with a willingness to explore issues and alternatives from different perspectives. Conflict management is the process of limiting the negative aspects of conflict while increasing the positive aspects of it. The aim of conflict management is to enhance learning and group outcomes for increased effectiveness and performance. This talk will examine the origins and causes of conflict, the methods and processes involved in facilitating and effectively managing conflicts in the organizational setting.

SPEAKER BIODATA



Ir. Dr. LING
Chen Hoe

Summary of Work Experience

Since 1990, employed by Meiden Malaysia (www.meiden.com.my), a company in the electrical engineering and construction industry in Malaysia. The company is a subsidiary of Meidensha Corporation, Japan (<http://www.meidensha.com/index.html>), a manufacturer of electrical equipment and provides electrical engineering products and services to both the private and public sectors in Malaysia. Currently holds the position of Senior GM and Director in the company.

Educational Background

Doctorate in Business Administration (DBA), SEGi University, Malaysia (2012 ~ 2015)
Master's in Business Administration (MBA), University of Lincoln, United Kingdom (2001 ~ 2003)
Bachelor's Degree in Electrical Engineering (Degree), RMIT University, Melbourne, Australia (1986~1989)

Professional Membership

Chartered Professional Engineer, Australia (MIEAust CPEng) (2013)
Competent Engineer (132kV), Energy Commission, Malaysia (2013)
Competent Engineer (33kV), Energy Commission, Malaysia (2010)
Professional Engineer with Practising Certificate, Board of Engineers, Malaysia, BEM (2004)
Member of the Institute of Engineers (M), IEM (2004)
Construction Manager with Construction Industry Development Board CIDB), Malaysia (1998)

Ir. Assoc. Prof. Dr. Mandeep Singh
Chairman
Engineering Education Technical Division

ANNOUNCEMENT TO NOTE

- Non members may also attend the talk but will need to pay a registration fee of RM50 and an administrative fee of RM15. GST is inclusive.
- Limited seats are available on a "first come first served" basis (maximum 100 participants). To secure your seat, kindly register online at www.myiem.org.my.

PERSONAL DATA PROTECTION ACT

I have read and understood the IEM's Personal Data Protection Notice published on IEM's website at <http://www.myiem.org.my> and I agree to IEM's use and processing of my personal data as set out in the said notice.

CPD HOURS CONFIRMATION

Name:

Membership No:

Signature: