



# HANDLING BOARDROOM TUSSLE & TENSION: A WORKSHOP FOR COMPANY SECRETARIES

## COURSE INTRODUCTION

Disagreement in boardroom is unavoidable. A good board includes a diverse group of people who consider, deliberate and debate on various issues with an aim to reach consensus decision. Despite having rules and procedures to promote orderly and productive meetings, disagreement and disputes may arise and intensify. And as consequence, the board may be paralyzed and affect the company's operation and survival. As a Company Secretary, do you have the required skills to handle tussle and tension at the boardroom? Company Secretary as an advisor to the board, works closely with the company's board of directors, its CEO and senior officers by providing advice on board best practices and governance framework and supports the boards in carrying out its fiduciary duties. Handling boardroom tussle and tension is part and parcel of the Company Secretary's role.

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## COURSE OBJECTIVES



This workshop aims to train Company Secretaries to identify potential conflict and disagreements at board meetings and to equip them with the right skills to moderate boardroom tussle and to ease tension.

## COURSE CONTENTS



- Identify potential conflicts.
- Preparation prior to meeting to avoid confrontations. Seek assistance/support from external sources.
- Ways to dismiss tussles and ease tension.
- Follow-up actions post meeting.

## LEARNING OUTCOMES

By attending this programme, the participants will be able to:



- Explore the role of secretary and learn how to manage differing interests within the boardroom.
- Acquire techniques and hands-on experience for moderating boardroom tussle.
- Enhance your understanding of multiparty power dynamics and the negative/positive effects of tussle.

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## WHO SHOULD ATTEND

Company secretaries, compliance managers, corporate advisors, corporate affairs and officers who deal with the Board.

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## ABOUT THE TRAINERS

**Samantha Tai Yit Chan** is the Chief Executive Officer of Boardroom Malaysia and Managing Director of Asia, Corporate Secretarial, Boardroom Group. She has more than 30 years of experience in corporate governance and the corporate secretarial industry providing trusted advice on corporate needs to leaders in Malaysia and around the region. Samantha also holds directorships in Malaysian Alliance of Corporate Directors (MACD) and is also a member of the TAR UMT Thought Leadership Committee and Chartered Secretaries and Administrators (MAICSA).

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## ADMINISTRATIVE DETAILS

Date	09 April 2025 12 November 2025
Platform	Virtual platform
Time	9.00 am - 5.00 pm
Training Methodology	Lecture, case laws, discussions.
Fee	RM500.00 Standard RM400.00 Licensed Secretary, Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak.
SSM CPE Points	8 points

## HOW TO REGISTER?

### STEP 01

Strictly via online registration at [www.ssm4u.com.my/ecomtrac](http://www.ssm4u.com.my/ecomtrac)

### STEP 02

#### NEW USER (First Time Login)

- Click on **SIGN UP**
- Key in **REGISTRATION INFORMATION**
- Click on **REGISTER**
- Key in **USERNAME** and **PASSWORD**

#### EXISTING USER

- Key in **USERNAME** and **PASSWORD**
- Click on **SIGN IN**

### STEP 03

- Select training
- Check on Available Seat
- Click on Add Participant
- Key in participant's information
- Click on Submit
- Check participant's details
- Click on Submit Payment

Note: Please submit your application within 15 minutes. Otherwise the system will automatically cancel your transaction and you will lose your seat(s). Please re-apply if you wish to proceed. Full payment shall be made at the point of registration.

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## TERMS & CONDITIONS FOR REGISTRATION OF TRAINING PROGRAMMES UNDER COMTRAC

### PROGRAMME FEE

- Fee is payable to SURUHANJAYA SYARIKAT MALAYSIA.
- Admittance to training programme shall be granted only upon registration and full payment is received.

### PAYMENT MODE

- Registrations and payment for training programmes MUST be made through online at e-COMTRAC ([www.ssm4u.com.my/ecomtrac](http://www.ssm4u.com.my/ecomtrac)). Upon submitting the registration application, participants are deemed to have read and accepted the terms and conditions herein.
- Payment by cash and cheque is not acceptable effective from January 2021.

### CLASSROOM TRAINING

- For classroom-based training, a confirmation e-mail will be sent to participants at least 1 working day prior to the programme.
- Participants are required to present Malaysia's identification card (MyKAD/NRIC) and foreign participants are required to present passport at the registration counter for verification and admission to training programme.
- Admittance may be denied upon failure to present identification card / passport.

### WEBINAR ACCESS LINK

- A notification e-mail with the webinar access link will be sent to participants at least 1 working day prior to the webinar.
- The access link is unique for registered participants and should not be forwarded or shared with others.

### CERTIFICATE OF ATTENDANCE

- Upon full attendance of the programme and payment is received, participants will be issued an e-Certificate of Attendance. For this purpose, it is imperative to fill in the email address correctly.
- Participants can download the e-Certificate of Attendance from e-COMTRAC platform in three (3) working days after the programme. Please take note that the certificate is available for download up to 30 days from the conclusion of the programme. An administrative fee of RM30.00 per copy is chargeable for downloading the certificate after the 30th day and for any replacement of certificate due to errors in name or identification card number wrongly filled by participant / representative during registration or loss of certificate, etc.

### CANCELLATION / ABSENT

- No refund will be given to participants who failed to attend the programme.
- Replacing registered participant is not allowed.

### TRANSFER

Transfer of registration fee to another training programme is not allowed.

### PERSONAL DATA PROTECTION NOTICE

Your personal data and other information provided in this application and including any additional information you may subsequently provide, may be used and processed by COMTRAC/SSM as a reference in future to communicate with you on our training programmes/events. In line with the Personal Data Protection Act 2010, we wish to obtain your agreement and consent for using your personal data. If you do not consent to the processing and disclosure of your personal data, you should send an e-mail to us at [comtrac@ssm.com.my](mailto:comtrac@ssm.com.my).

### HUMAN RESOURCES DEVELOPMENT CORPORATION

SSM is registered as a training provider with HRD Corp under GOV1000117857. All trainings are claimable under SBL Scheme subject to HRD Corp approval. Participant's employer needs to apply for grant at least one day before the commencement of training.

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### EXCLUSION OF LIABILITY

The speaker(s) or trainer(s) is independent and shall not represent SSM, act as its agent or otherwise represent that their personal views are endorsed by SSM. The assessments and views expressed during the programme are entirely the speakers'/trainers' own. SSM shall not be liable for whatever circumstances arising from any engagement between the speaker(s) or trainer(s) and the participant(s).

### DISCLAIMER

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All information contained in the brochure is correct and accurate at the time of publication.

## COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

### Companies Commission of Malaysia

Level 12, Menara SSM@Sentral  
No.7, Jalan Stesen Sentral 5  
Kuala Lumpur Sentral  
50623 Kuala Lumpur

 +603 2299 5498 / 4441 / 5308

 +603 2299 4451 / 4452

 [comtrac@ssm.com.my](mailto:comtrac@ssm.com.my)