


# WORKPLACE WELLNESS ESSENTIALS: RESILIENCE AND EMPATHY



 Jubilee Clock Tower, Penang

## COURSE INTRODUCTION

Workplace Wellness Essentials: Resilience and Empathy is a practical and interactive programme designed to help participants understand the importance of mental wellbeing, emotional resilience, and empathy in today's demanding work environment. As workplaces face increasing pressure, change, and uncertainty, employees and leaders alike must learn how to manage stress effectively, regulate emotions, and build supportive working relationships while maintaining performance and professionalism.

This programme equips participants with practical tools and strategies to strengthen personal resilience, practise empathy in workplace interactions, and respond constructively to emotionally challenging situations at work.

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## COURSE OBJECTIVES

The objective of this course is to equip participants with the knowledge, awareness, and practical skills to manage workplace stress, build resilience, and practise empathy effectively—supporting both personal wellbeing and healthy, productive working relationships without compromising performance and accountability.

## COURSE CONTENTS

- Understanding workplace wellness and mental wellbeing.
- Common sources of stress and emotional challenges at work.
- Stress, pressure, and burnout: recognising the signs.
- Building personal resilience and emotional regulation skills.
- Managing emotional triggers and negative thinking patterns.
- Empathy at work: understanding others' perspectives.
- Empathetic communication and active listening.
- Balancing empathy, professionalism, and performance expectations.
- Setting healthy emotional and professional boundaries.
- Developing a personal workplace wellness and resilience action plan.

## TRAINING METHODOLOGY

- Facilitated virtual discussions.
- Guided self-reflection exercises.
- Breakout group discussions.
- Role-plays and scenario-based learning.
- Workplace-based case studies.
- Individual action planning.

## LEARNING OUTCOMES

By attending this course, participants learn to:

- Understand the impact of stress and emotions on behaviour, performance, and relationships.
- Recognise early signs of stress, burnout, and emotional strain in self and others.
- Apply practical resilience techniques to manage pressure and change at work.
- Practise empathy and active listening in workplace communication.
- Respond more calmly and constructively to emotionally challenging situations.
- Balance empathy with accountability and work expectations.
- Develop a practical personal action plan to support workplace wellbeing.

## WHO SHOULD ATTEND

- Supervisors.
- Team leaders.
- Executives & senior executives.
- Assistant managers.
- Managers.
- Employees experiencing high work pressure or change.

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## ABOUT THE TRAINER

**Shanizam Samsuri** is an HRD Corp–Accredited Trainer, Certified Associate Coach (ICF), and PETRONAS Certified Competency–Based Assessor with over 30 years of leadership and people management experience, including international exposure. His career spans Human Resources, Education, Strategic Communications, Finance, Internal Audit, and International Business Ventures, giving him deep, first-hand insight into the pressures and emotional demands of modern workplaces.

He specialises in workplace wellness, mental resilience, emotional intelligence, and stress management, supporting employees, managers, and leaders in managing stress effectively, regulating emotions, and sustaining performance in high-pressure environments. Shanizam's facilitation style is practical, psychologically safe, and grounded in real workplace scenarios—helping participants translate wellbeing awareness into resilience, accountability, and consistent performance at work.

## ADMINISTRATIVE DETAILS

<b>Date</b>	30 September 2026	
<b>Venue</b>	Virtual platform	
<b>Time</b>	09.00 am – 05.00 pm	
<b>Training Methodology</b>	As stated above	
<b>Fee</b>	RM550.00	Standard
	RM450.00	Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak.
<b>SSM CPE Points</b>	8 points	



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## HOW TO REGISTER?

### STEP 1

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

### STEP 2

#### NEW USER (First Time Login)

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

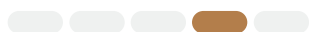
#### EXISTING USER

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

### STEP 3

- 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 TRAINING PROGRAMMES

### 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 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.

### LIVE WEBINAR TRAINING

- 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.

### E-LEARNING TRAINING

- Upon successful registration, an email will be sent containing the access link to the pre-recorded webinar and accompanying material will be sent on the start date of the programme.
- Access will be available for a fixed duration of seven (7) days starting from the session's commencement date. After this period, the link will expire, and access to the webinar and materials will no longer be available.

### CERTIFICATE OF ATTENDANCE

- Upon full attendance of the programme and payment is received, participants will be issued an e-Certificate of Attendance.
- Participants can download the e-Certificate of Attendance from e-COMTRAC platform in three (3) working days after the programme or in seven (7) working days for conference / symposium. 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. 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 will incur a fee of RM30.00 for reissuance.

### 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.

### COPYRIGHTS

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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

SSM reserves the right to cancel the programme, change date(s), venue(s), speaker(s) or any other changes due to any unforeseen circumstances that may arise without prior notice to participants. SSM also reserves the right to make alternative arrangements without prior notice. SSM accepts no responsibility for death, illness, injury, loss or damage of any property belonging to, or financial loss by any persons attending the programme, whatever the cause. SSM shall not be responsible for any costs, damages or losses incurred by participants dues to the changes and / or cancellation. SSM is not responsible for the integrity of participants' computer or device, your internet signal bandwidth, or any other consideration outside of the control of SSM.

SSM shall not be responsible for any problems or technical malfunction, including, without limitation, the acts, omissions, problems or malfunctions of any telephone network or lines, computer online systems, servers, computer equipment, software, failure of e-mail, traffic congestion on the internet or at any web or combination thereof.

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