



**HRDC  
CLAIMABLE**  
10001255630

# CERTIFIED BEHAVIOURAL CONSULTANT

A professional certification course in behavioural analysis based on the DISC assessment by The Institute for Motivational Living that provides a framework for understanding behaviour more profoundly.





# WHAT YOU'LL LEARN

This 2-day professional certification course provides a comprehensive introduction to DISC theory, styles, and graph analysis.

Participants will be equipped to administer and interpret an assessment instrument that identifies behavioural style, which is widely used in coaching, counselling, human resource management, talent management, and professional consulting.



## KEY TAKEAWAYS

- In-depth understanding of the four DISC traits
- Application of the Personality Profiling System
- Tools for personal, team, and organisational development
- Effective communication, management, and motivational skills
- Tools to help others discover and develop their potential

# WHO SHOULD ATTEND

Highly recommended for all who are interested in building greater self-awareness through a process of self-discovery, as well as professionals looking to enhance their own career prospects and individuals who wish to learn, upskill and expand the services they can offer to existing clients or to build a larger client base.

- Executives, Managers, and Team Leaders
- Recruitment and HR Specialists
- Trainers, Consultants & Educators
- People and Talent Developers/Advisors
- General & Senior Managers
- Specialists and Professionals in Social Service, Hospitality and Tourism, and other people-oriented departments and industries

## COURSE FEE

Full Course Fee: RM6000 Before of SST

Fully Claimable from HRDC.

Course Ref Number: 10001255630





# TESTIMONIALS



"The Certification of Behavioural Consultant programme run by Lifeskills Insitute is worth attending as it allows you to not only profile yourself but also helps you to enhance your communication with other traits. It can be used for personal or professional development."

RONNA MIRANDA  
LEARNING AND DEVELOPMENT, VISA

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"Attended the CBC and gleaned a lot from Ian and Sarah, who are excellent & engaging trainers. There was not a dull moment during the course. The resources provided were comprehensive and very applicable to my work. Strongly recommended!"

GRACIA GAN  
REGIONAL TRAINING MANAGER, SINCERE WATCH LIMITED

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"After going through the CBC course, I've discovered numerous ways to improve many parts of my business. For example, I've learnt how to hire more suitable people based on their personality type and job description. Many at times, we hire based eligibility (work experience, etc.), but the ONE THING that we tend to overlook is the SUITABILITY of the individual.

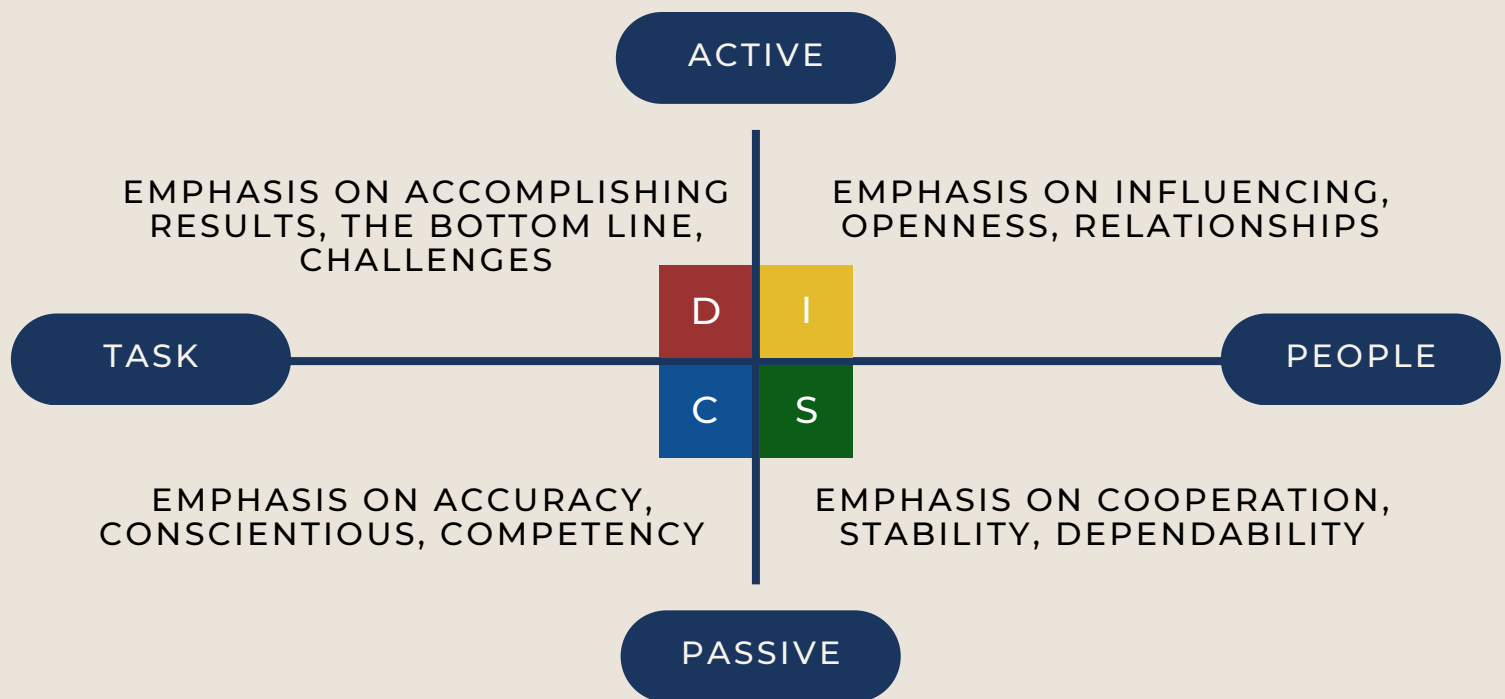
**Thanks to the wonderful trainers at Lifeskills, we're on to a great start to building a strong culture. No regrets attending the course. In fact, if you're looking to scale your team, this course is a MUST-GO, else you may be making a grave mistake!"**

TAN CHUAN HOW  
FORMER CEO - AIA FA

# WHAT IS DISC?

Every person has distinctive characteristics and qualities, combining to influence their thinking, preferences and behaviour. The DISC Personality System is a psychometric tool that aims to help individuals increase their self-awareness and efficacy. While all people possess each of the four dimensions in varying intensity, individuals of each predominant style gravitate toward a set of common behaviours, strengths, preferences, and motivations. DISC has a universal language of its own, that explains behaviours and emotions. It is based on factors that transcend gender, race, and culture, and knowing the behaviour quotient will enable you to understand a person better.

The key to DISC is to discover where a person lies amidst the four-quadrants:





# PROGRAMME OUTLINE

## **SECTION 1: BEHAVIOURAL STYLES**

- Theory and Background
- Historical Origins
- Contributing Factors to Behavioural Style
- Behavioural Principles/ DISC Model

## **SECTION 2: ADMINISTRATION**

- What to look out for – The Do's and Don'ts
- How to Score and Tally
- FAQ on Administration and Scoring

## **SECTION 3: INTERPRETATION**

- Characteristics of the High "D", "I", "S", "C"
- Identifying Special Patterns and Blends
- Steps to Graph Interpretation
- How to distinguish between a person's mask his/ her core self
- How to identify when a person is experiencing stress
- Behavioural Blends

## **SECTION 4: APPLICATION**

- Behavioural Tools
- Case Studies in Personal Relationship, Recruitment, Conflict Resolution, Team-building and Management, Personal Growth Areas

# PRE-PROGRAMME REQUIREMENT

- Participants will be required to take an online assessment prior to attending the training.

# CERTIFICATION REQUIREMENTS

1. Attend two full days of training conducted by our Master Accreditation Trainer
2. Pass a Proficiency Exam by The Institute for Motivational Living, Inc. USA
3. Pass the Post-Programme Assignment

# PROGRAMME MATERIALS

- Pre-Workshop Material – DTV online assessment and DISC Infographics
- Guide for all 41 Behavioural Blends
- Introduction to Behavioural Analysis Certification Guide
- Steps to Graph Interpretation
- DISC Quick Reference Identifier Card
- DISC Certification PowerPoint Presentation Slides
- Other Supplementary Materials





# TRAINERS



## LEE FONG CHAI

### MANAGING DIRECTOR & PRINCIPAL CONSULTANT

Lee Fong is an accomplished Master Behavioral Consultant, with an exceptional track record spanning over two decades in the field of training and development. Her expertise rooted in behavioral analysis, leadership development, and cultivation of strength-based change. Her mission? Enabling her clients to uncover their true purpose and unlock their full potential for effective leadership within their communities and organizations. What sets Lee Fong apart is her rare blend of skills. In addition to her mastery in talent management development, she holds a Master's degree in counselling. This unique combination empowers her to offer her clients a distinctive and comprehensive perspective. With her guidance, Individuals can confidently navigate complex challenges and achieve remarkable results in both their personal and professional lives.



## KAI YUAN LAU

### TALENT MANAGEMENT CONSULTANT

Kai, a Certified Advanced Behavioral Consultant, Stress Management Consultant, and Career Coach, brings over a decade of extensive expertise in Human Resources and Learning and Development to his professional portfolio. His proficiency in engaging training methodologies and exceptional listening skills make him particularly adept at connecting with diverse audiences, fostering productive relationships that drive positive outcomes. Throughout his professional journey, Kai has consistently provided invaluable insights and guidance to senior leadership on talent management strategies and has held prominent positions in various industries. He holds a Master's degree in Business Administration, further emphasizing his commitment to continuous learning and excellence in his field.



## ROSEMARY WONG

### TRAINER

Rosemary Wong is a certified Advanced Behavioral Consultant and Career Coach with 15 years of teaching experience and 10 years as a GMAT trainer. She holds a Master's degree in Mathematics and a Data Science Certification. Her innovative pedagogical approach and ability to simplify complex topics have proven invaluable in facilitating individuals and teams on their journeys toward realizing their fullest potential. Rosemary has successfully transitioned into corporate training, using her coaching and behavioral science skills to empower learners globally, equipping them with the tools to thrive in both their professional and personal growth.



# ABOUT US

Since 1996, Lifeskills Institute has established itself as the trusted and leading authority in life skills training and development. We partner with global institutions to deliver top-class, evidence-based solutions across Asia from leadership development, personality profiling, coaching to personal mastery. To date, we have transformed over 500,000 lives in the region.



## **MULTI-DIMENSIONAL & HIGHLY VERSATILE TOOL**

Measures 3 other personality dimensions that lie beneath the surface of an individual that are equally critical to recognise.



## **VALIDATED, ACCURATE AND RELIABLE**

All products and assessments are research-based with international statistical analysis reports



## **PATHWAY LEADING TO IN-DEPTH PROFESSIONAL DEVELOPMENT**

A systematic approach to build your confidence for career coaching conversations



## **POST-CERTIFICATION SUPPORT & COACHING**

Year-long access to DISC resources and coaching support

Lifeskills Institute provides comprehensive life skills and workplace solutions such as training, certification, profiling consultancy, research and resources for both the corporate and youth segments. Our Professional Division partners with corporations to empower their executives through professional development and mastery to achieve results and growth for their organisations, while our Youth Division engages with schools, institutions and educators to develop their students into effective leaders of their own lives and communities.

# CERTIFICATION & TRAINING PROGRAMMES

## PROFESSIONAL CERTIFICATION

Certified Behavioural Consultant (CBC)  
Certified Advanced Behavioural Consultant (CABC)  
Certified Career Coach (CCC)  
Certified Stress Management Consultant (CSMC)

## LEADERSHIP TRAINING

The Extraordinary Leader™  
The Extraordinary Coach™  
The Inspiring Leader™  
Elevating Feedback™  
Leadership Levers™  
The Extraordinary Performer™  
The Inspiring Leader™  
Managers as Mentors  
Manager to Leader  
The Leadership Challenge®

## TEAM-BUILDING

The Five Behaviours of a Cohesive Team®, Team Development

## PUBLIC WORKSHOPS

DIScovering The Strengths in Me (1-day public workshop)  
DICovering Your Selling Strengths (1-day public workshop)  
DIScovering Me, DIScovering You (1/2 or 1-day public workshop)  
Managing Stress Before It Manages You (1-day public workshop)  
The Five Behaviours of a Cohesive Team™, Personal Development (1-day public workshop)



For solutions on personal, team and organisational growth and development, visit: [www.lifeskillsinstitute.my](http://www.lifeskillsinstitute.my).

LIFESKILLS LEADERSHIP SDN BHD

142-02, JALAN ADDA 7, TAMAN ADDA HEIGHT 81100 JOHOR BAHRU, JOHOR, MALAYSIA

ENQUIRY@LIFESKILLSINSTITUTE.MY | (60) 11 6280 0862