



INTERNATIONAL COUNSELLING CONVENTION 2022

1st - 4th November 2022

Riverside Majestic Hotel, Kuching, Sarawak, MALAYSIA

Standing Alone
TOGETHER:
Managing
the
PARADOX

Abstract Proceedings

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Editorial Remarks

All praise to God for the abundance of mercy and love. With His permission, the Abstract Proceedings successfully published for the International Counseling Convention 2022 (ICC 2022) being held from 1st to 4th November 2022, at the Riverside Majestic Hotel, Kuching, Sarawak, Malaysia!

The theme of the convention is Standing Alone Together: Managing the Paradox by highlighting various sub-themes namely Counseling Ethics, Counseling Intervention & Skills, Counseling Supervision, Teaching and Learning in Counseling, Multicultural Counseling, Career Counseling, School Counseling, Organizational Counseling, Mental Health Counseling, Rehabilitation Counseling, Family, Adolescents & Children Counseling, Testing & Measurement Counseling, Technology in Counseling, Spiritual Counseling, Counseling and Human Resource and Wellbeing Counseling.

Through this theme, a total of 118 abstracts have been accepted and successfully published in this proceeding. Of these, a total of 88 full articles have been reviewed and successfully accepted for publication in several indexed and popular publication mediums. Among them are publications in The International Journal for the Advancement in Counseling (SCOPUS), European Journal of Educational Research (SCOPUS), International Journal of Academic Research in Business and Social Sciences (ERA), Journal of Cognitive Sciences and Human Development, UNIMAS (My Cite), PERKAMA Journal, PERKAMA Book Chapter and UNIMAS Book Chapter.

This convention acts as a platform to gather experts in the field through the presentation and publication of research, especially in the field of counseling. They consist of counselor educators, counseling practitioners and trainee counselors from all over the world. Hopefully, with this continuous effort, we can contribute to the development of scientific disciplines and empower the well-being and mental health of the community.

Finally, the highest appreciation and millions of thanks go to all parties involved in this convention, especially the organizing committee as well as the presenters who have participated in contributing research results to be published through ICC 2022. Thank you and see you again. Long lasting greetings.

Associate Professor Dr. Ku Suhaila Ku Johari
Head of Scientific Reviewer & Publications
International Counselling Convention 2022

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**Leadership Competencies for Crisis Management: Insights from Retail Leaders During
Pandemic Covid-19**

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ABSTRACT

The retail sector is one of the most impacted during the COVID-19 pandemic, however, there is less understanding on the role of retail leaders in business sustainability during lockdown. This chapter presents the findings of nine in-depth interviews of small to mid-sized retail leaders in Sarawak, Malaysia on their business strategies and competencies that helped them overcome their challenges in their respective organizations. Findings from the study show the importance of crisis preparedness and crisis management for retailers. Competencies such as crisis planning and readiness, sense-making, strategic planning, problem solving and decision making, crisis communication, self-management, resiliency and learning ability are suggested as crucial to small retailers. From an HRD perspective, educators, policy makers and related trade associations need to work together with retailers to address retailer development needs.

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