

Art of Handling Difficult People Unleashed (2 Days)

Details of the program

Date : 18th- 19th May 2020

Time : 9am – 5pm

Venue : Concorde Hotel, Kuala Lumpur

Fee : RM1,500.00



Overview

The purpose of this workshop is to equip participants the art of dealing with people (including difficult ones) as well as managing them at workplace and socially. Every organization needs People Management skills especially leaders (supervisors or managers) which if not handled professionally would create devastating results such as loss in productivity, low morale, high attrition rates and so on. Changes within large growing organizations requires dynamic and ‘people-savvy’ leaders & managers to manage the operations and take it further.

Learning Outcomes

- Managing conflict with people (subordinates or peers) and how to resolve or avoid conflict
- Master the fundamentals of leadership & the synergy of team working to handle
- people
- Learn the skillful art of ‘people management’
- Identify the 10 different types of difficult personalities and develop strategies to handle them
- Learning how to handle various other difficult personalities such as ‘backstabber’, ‘negaholics’ etc
- Using techniques such as ‘Break the Pattern’ to turnaround difficult people

Methodology

The highly interactive training method used is designed to assist participants to not only explore the skills of being a competent Leader but also a transfer of knowledge. Various actual case studies from direct experience and industry are used in the training. The approach adopted induces maximum retention of what is learnt. A combination of workgroup discussions using real scenarios from your organisation, simple exercises, open discussion, corporate videos, slides, real corporate case studies and interactive participation would be structured into the workshop to enable participants to learn effectively and practically.



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Master Trainer

Dr. Harjit S. Sidhu (FCCA, NLP, IHA, Ph.D), has been in the corporate field for the past 17 years (in manufacturing, internet, travel & hospitality (hotel), music and consultancy industry) and in last 14 years, he has consulted and trained on various personal development topics that ranges from counselling, coaching to handling difficult people and various soft skills and other specific agendas for some re-knowned domestic and multinational companies and countless public programs.

Dr. Harjit obtained his **Doctorate of Philosophy (PhD) in Metaphysical Hypnosis (specializing in Coaching and Counselling)** from IMHS (Institute of Metaphysical & Humanistic Science, USA).

He is an **attendee of Tony Robbins's** (world's No 1 success coach) "Unleash the Power Within" program, **a 'fire-walker'** and is a **Certified NLP Practitioner** (International Society of Neuro Semantics, USA). He is also a **Certified Hypnotherapist** (CH, USA) and a **certified trainer with HRDC** (Human Resource Development Council and constantly develops new & unique programs that equips the working individual with powerful tools such as 'Transformational Communication' and others. As part of Hypnotherapy work, he extensively **conducts personal coaching and counseling work** to individuals who wants to transform their lives as well as the need for a **coach for success**.

He is regularly featured on radio talk shows on BFM 89.9 for various personal development topics. Dr Harjit is also a **member of International Association of Teamwork Facilitators** which constantly develops and uses new effective techniques in training sessions.

A dynamic trainer, knowledgeable, experienced and passionate in personal as well as Team skills development particularly in the science of human behaviour & metaphysics and how it applies to working and business environments allow him to approach the training he is conducting on a specific topic in a holistic, exciting and integrated manner. Dr Harjit uses **'Transformational activities'** in his programs in order to 'transform' and 'retain learnings' in individuals. His programs have been conducted within ASEAN region (Malaysia, Singapore, Brunei, Thailand, Vietnam and India). His style is fun and engaging whilst retaining the objectives of the Teambuilding activities. His clear and interactive style has won him much praises from participants from leading companies in Malaysia.

Course Outline

Module 1

ART OF READING PEOPLE

- Extending your body language skill: How good is your 'reading people' skill?
- Ability to sense and check emotions around you
- As a leader/manager, what are you looking for in people?
- As a leader/manager, what are people looking from you? (Managing the Expectation Gap)
- Understanding why do people become 'difficult'?

Module 2

MANAGING / HANDLING YOUR BOSS

- Managing the expectation & handling bosses/superiors
- Identifying the Expectation gap
- What is your boss/manager/superior looking for?
- Self Analysis: Do I live up to the expectation?

Module 3

HANDLING PEOPLE EFFECTIVELY USING CONFLICT MANAGEMENT

- Exploring various conflict situations possible in New Model Division
- Managing conflict by 'Avoidance' & 'Smoothing' techniques
- Handling conflict by 'Forcing' and 'Compromise' techniques
- 'Collaboration' as a way to resolve conflict

Module 4

DEALING WITH THE FIRST THREE MOST 'UNWANTED' CHARACTERS – PART 1

- Knowing the 'Tank'
- Realizing characteristics of 'Snipers'
- Knowing the 'Grenade'

Module 5

DEALING WITH THE NEXT THREE MOST 'UNWANTED' CHARACTERS – PART 2

- Meet the Mr. 'Know-it-All'
- Exposing the 'They THINK- they Know it All' character
- Dealing with the 'YES' person
- Developing strategies in handling EACH of the above character most effectively (including NLP techniques)

Module 6

KNOWING THE LAST FOUR MOST 'UNWANTED' CHARACTERS – PART 3

- Understanding the 'MAYBE' person and how to deal with them
- The 'NOTHING' person and strategies to open them up
- Exposing the 'NO' person and techniques to get agreement
- and finally , the 'WHINER' and strategies to deal

Module 7

More DIFFICULT PERSONALITIES and Difficult Situations:

- Dealing with the Challenging (More on BREAK THE PATTERN technique)
- This program concludes with case study evaluations of ways to deal effectively with difficult personalities and difficult situations. From "negaholics" to backstabbers and whiners to minimal contributors, participants will learn better ways with which to communicate and manage those whose actions make the process harder.

Registration Form

ORGANISATION

CONTACT PERSON

ADDRESS

ENROLLMENT (NO. OF PAX)

TEL

EMAIL

TERMS AND CONDITIONS

COST FEE

Cost RM1,500 per pax (inclusive of all materials and certifications).

Please pay full amount of RM1,500 per person to secure your place.

The full fee is required with your registration 2 weeks prior to the training. The Fees include lunch, coffee/tea breaks and notes and Certificate of participation.

3 Persons registered are entitled to a 10% discount. Further discount are available for large group

Written Cancellation : Registration cancelled 7 days prior to the event are subject to a RM110.00 service

Charge per pax. There will be no refunds for notice received less than 7 days to the event.

A substitute may be made at anytime at no extra cost.

PAYMENT MODE

All Bank Draft / Local Order / Cheques must be crossed and made payable to:

Quantum Achievers International SDN BHD

BANK TRANSFER

Account Name – Quantum Achievers International Sdn Bhd

Account No – 512-400-500374 (Maybank)

All enquiries must be forwarded to: -

Quantum Achievers International S/B

Suite 7-23, 7th Floor, PVI 6, 2 Jalan Danau Saujana,

Danau Kota, 53300 Kuala Lumpur

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**Free Gadget
Organizer Bag for
each participant**

Organised by,

