

Handling Difficult People

MEDIUM : Cantonese / English
FEE : HK\$3,480

COURSE CODE : HDP
EARLY BIRD : HK\$3,180

DURATION : 1 Day

19 April, 2018 (Thu)

Who are some difficult people to work with? They may be your customers who have unrealistic expectations of you. They may be your co-workers who have a different work style or different interests. To uphold productivity and integrity, you need to take up the challenge to manage these people. You may need to tap your interpersonal skills while you problem-solve as you tackle technical problems.

The programme aims to build the participants' confidence in handling difficult people. They will be equipped with the techniques to practise professionalism in the following scenarios:

- Staying calm under pressure
- Communicating assertively
- Analysing problematic situations
- Applying relevant methods to resolve conflict

Who Should Attend

Those who need to maintain interpersonal relationships at work

Course Outline

1. Characteristics of Difficult People

Through *brainstorming*, the participants will categorise difficult people into a few types: **Unreasonable, Defensive, Insecure, Arrogant.**

2. PEACE Process in Bridging Differences

The participants will learn the process to bridge the differences with people: **Prepare, Empathise, Adapt, Compromise, Enable.**

3. Prepare with Calm Emotion

The participants will realize how to focus emotional energy to resolve differences through a *self-evaluation questionnaire*.

4. Empathise to Leave the Door Open

The participants will learn the GROW model to enable listening in self and others: **Goal, Reality, Options, Wrap-up.**

5. Adapt to Behavioural Styles

Through *self-evaluation, discussion and role-play*, the participants will:

- Realise their own conflict behaviours
- Identify the conflict behaviours of others
- Influence others by adapting the suitable communication behaviours

6. Adapt with Communication Strategies

The participants will *practise in an exercise* the communication styles that build trust with people:

- Verbal - a motivating language
- Vocal - a sincere tone
- Visual - an open posture

7. Compromise through a Win-Win Attitude

The participants will learn how to gain attention from others by relating to their logical and emotional readiness:

- Understand Transactional Analysis
- Apply the concept in *an exercise*

8. Compromise in Conflict Management

The participants will review six (6) methods to build their flexibility in managing conflict considering such factors as: Information, Time, Authority.

9. Enable the opportunity to Interact with Positive Energy

The participants will *discuss* how to enable self and others to manage stress and resolve differences with calm energy:

- Ongoing energy building
- Biological switches

COURSE ARRANGEMENTS

| Week | Course Date | Course Title | Course Code | Duration (Days) | Fees* (HK\$) | Enroll before these dates to Enjoy our Early Bird Rates | Cancellation Deadline | Medium of Instruction |
|-------------------|-------------|--|--------------|-----------------|--------------|---|-----------------------|-----------------------|
| March 2018 | | | | | | | | |
| 2 | Mar-07 | Coaching and Mentoring Skills | NEW CMS | 1 | HK\$3,480 | HK\$3,180 Feb 9, 2018 | Feb 14, 2018 | C/E |
| | Mar-08 | Customer Service Skills | NEW CSS | 1 | HK\$3,480 | HK\$3,180 Feb 9, 2018 | Feb 14, 2018 | C |
| | Mar 8-9 | Managing People for Win-Win Results | MPWWR | 2 | HK\$6,480 | HK\$5,980 Feb 9, 2018 | Feb 14, 2018 | C/E |
| 3 | Mar-15 | Personality Styles in Team Communication | NEW PST | 1 | HK\$3,480 | HK\$3,180 Feb 15, 2018 | Feb 21, 2018 | C/E |
| | Mar-15 | Leadership Skills Workshop | NEW LSW | 1 | HK\$3,480 | HK\$3,180 Feb 15, 2018 | Feb 21, 2018 | C |
| | Mar-16 | Win-Win Negotiation Skills | NEW WINWIN | 1 | HK\$3,480 | HK\$3,180 Feb 15, 2018 | Feb 21, 2018 | C |
| | Mar-16 | Time Management for Worklife Balance | Revised TWLB | 1 | HK\$3,480 | HK\$3,180 Feb 15, 2018 | Feb 21, 2018 | C/E |
| 4 | Mar-21 | Creative Problem Solving and Decision Making | NEW CPSDM | 1 | HK\$3,480 | HK\$3,180 Feb 23, 2018 | Feb 28, 2018 | C |
| April 2018 | | | | | | | | |
| 2 | Apr-10 | Personal Branding and Professional Image | NEW PBPI | 1 | HK\$3,480 | HK\$3,180 Mar 10, 2018 | Mar 15, 2018 | C |
| | Apr-11 | Storytelling for Effective Presentation | NEW SEP | 1 | HK\$3,480 | HK\$3,180 Mar 10, 2018 | Mar 15, 2018 | C |
| | Apr-12 | Effective Communication and Interpersonal Skills | ECIS | 1 | HK\$3,480 | HK\$3,180 Mar 10, 2018 | Mar 15, 2018 | C/E |
| | Apr-13 | Interviewing Skills to Recruit the Right Candidate | ISW | 1 | HK\$3,480 | HK\$3,180 Mar 10, 2018 | Mar 15, 2018 | C/E |
| 3 | Apr-19 | Handling Difficult People | HDP | 1 | HK\$3,480 | HK\$3,180 Mar 17, 2018 | Mar 22, 2018 | C/E |
| | Apr-20 | Influencing Skills to Power Up Persuasion | NEW IFSW | 1 | HK\$3,480 | HK\$3,180 Mar 17, 2018 | Mar 22, 2018 | C/E |

C = Cantonese, E = English

TIME: 9:00 am - 5:00 pm daily **VENUE:** Regal Hongkong Hotel, Causeway Bay, HK.

* Fees include refreshments and buffet lunch

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunch and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment Form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrolments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

CANCELLATION AND SUBSTITUTION POLICY:

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrolments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

ATTENDANCE CERTIFICATE:

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

Please visit our Website at www.celhk.com or telephone Ms Mak at 2838 1182 to inquire the above.

Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.

ENROLMENT FORM

| Name | Job Title | Tel No | Mobile No | Course Code |
|---------------|-----------|--------|-----------|-------------|
| (Mr/Ms) _____ | _____ | _____ | _____ | _____ |
| (Mr/Ms) _____ | _____ | _____ | _____ | _____ |
| (Mr/Ms) _____ | _____ | _____ | _____ | _____ |
| (Mr/Ms) _____ | _____ | _____ | _____ | _____ |

Company Name :

Address :

Contact Person : (Mr / Ms) **Job Title :**

Direct Line : **Email Address :**

Mobile : **Fax :**

Authorized Person : (Mr/Ms)

Job Title : **Direct Line :**

Signature : **Date :**

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt



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Call Miss Mak at:
2838-1182



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