

Handling Challenging Situations through Hi-impact Communication

COURSE CODE : HIC

DURATION : 1 Day

In any work environment, the ability to express one's opinion and feelings without disrupting harmony is fundamental to the long-term progress of the organization. This is especially important in emotionally challenging situations. Unfortunately, many people are not trained to deal with these situations in a constructive manner. The result is a lack of genuine communication, leading to resistance, mistrust, or outright aggression.

The purpose of this course is to provide all staff members the skills required for dealing with disagreements and difficult situations in a productive way. Acquisition of such skills will help staff members communicate with greater clarity and effectiveness, and deal with challenging situations more effectively.

Methodology

Discussions, demonstrations, role-plays, games, self-assessments

What participants will learn

At the completion of the course, participants will be able to:

- Maintain a positive attitude in challenging situations
- Deal with emotional reactions
- Express feelings and ideas while respecting others
- Deal with difficult people

Course Outline

The Workshop is a day of *games, simulated exercises, discussions and case studies*. Through various activities, participants will learn that change is inevitable and often beneficial if well managed. Topics and concepts covered include:

1. Understanding interpersonal interaction and challenges

- Four(4) things most people need at work
- Causes of challenges
- Aggressive, acquiescent and assertive behaviours
- Assessing your assertiveness
- Developing rapport and trust
- Avoiding unintended messages

2. Dealing with emotionally challenging situations

- Understanding threatened intents and their resulting behaviors
- Maintaining a positive attitude
- Dealing with your own emotions
- Managing other's emotional reactions

3. Expressing yourself while respecting others

- Standing on your ground without being aggressive
- Simple assertion
- Empathetic assertion
- Handling disagreements

4. Dealing with difficult people

- Difficult people, challenging behaviors and their positive intents
- Keeping a positive attitude
- Overcoming aggression
- Overcoming passive resistance

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
1	Apr 7-8	Supervisory Skills Workshop	SSW	2	HK\$6,480	HK\$5,980 Mar 11, 2016	Mar 16, 2015	C/E
	Apr-12	Time and Task Management	TTM	1	HK\$3,480	HK\$3,180 Mar 11, 2016	Mar 16, 2015	C/E
	Apr-13	Handling Difficult People	HDP	1	HK\$3,480	HK\$3,180 Mar 11, 2016	Mar 16, 2015	C/E
2	Apr-21	Presentation and Communication Skills	PCS	1	HK\$3,480	HK\$3,180 Mar 18, 2016	Mar 23, 2015	C/E
	Apr-22	Coaching Skills Workshop	CSW	1	HK\$3,480	HK\$3,180 Mar 18, 2016	Mar 23, 2015	C/E
3	Apr-26	Leadership Skills Workshop	LSW	1	HK\$3,480	HK\$3,180 Mar 25, 2016	Mar 30, 2015	C/E
	Apr-27	Developing Team Effectiveness and Collaboration	DTEC	1	HK\$3,480	HK\$3,180 Mar 25, 2016	Mar 30, 2015	C/E
	Apr-28	Problem Solving and Decision Making	PSDM	1	HK\$3,480	HK\$3,180 Mar 25, 2016	Mar 30, 2015	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

** We accept P. Cards

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



BY PHONE:
Call Miss Mak at:
2838-1182



BY POST TO:
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BY FAX:
Send enrolment form above to
our FAX at number:
2838-7122



BY EMAIL:
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