



A 2-day intensive course on

Mastering the Art of Managing Difficult People

25-26 March 2009 | JW Marriott Hotel Kuala Lumpur

COURSE INTRODUCTION

Difficult people are everywhere, but when they are work colleagues we all need to develop skills and behaviours to minimize disruption. Robert Bacal (2000) writes: **"You can't smack them or sack them but you can... manage difficult people and ensure you don't become a victim."**

When doing more work with fewer resources, individual stress increases, personalities clash more easily and people take feedback more personally. When you add passive, defiant, cynical or explosive personalities, it can be a combustible mix.

Understanding the underlying emotional vulnerability and the need for recognition and self-worth are keys to building trust, positive motivation and productive work relations. Seeing problems not just in individuals, but between people and within a situational context is a vital management skill. Perhaps most important is an awareness of our own emotional "hot buttons" when engaging challenging problems and people.

FOCUSING ON

- Basics Of Conflict
- Causes Of Conflict
- How To Resolve Any Conflict?
- Approaches To Conflict Management
- Resolving Conflict Between Yourself And Another
- Resolving Conflict Between Others
- How To Resolve Team Conflict
- How To Mediate All The Time To Prevent Conflict
- Getting Started
- Coaching And Mentoring
- Counseling
- Communicating With Difficult People
- How To Discipline For Results

WHO SHOULD ATTEND

All Managers, Executives And Supervisors Who Have Difficulty in Managing Difficult People.

METHODOLOGY

- Simulations
- Experiential Activities
- Case Studies
- Interactive Activities
- MDP(Managing Difficult People) Tools

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