

Two highly interesting,  
interactive and practical  
workshops ...

WORKSHOP A

## DEALING WITH DIFFICULT PEOPLE

2 August 2004  
JW Marriott Kuala Lumpur, Malaysia

5 August 2004  
Grand Hyatt Singapore

- Do you have to deal with irate, rude, impatient, emotional, persistent, sarcastic or aggressive people?
- How about nasty customers?
- Have a difficult, demanding boss?
- Work with upset, irritable, uncooperative colleagues?

If so - this workshop is for you!

WORKSHOP B

## CREATIVE PROBLEM SOLVING

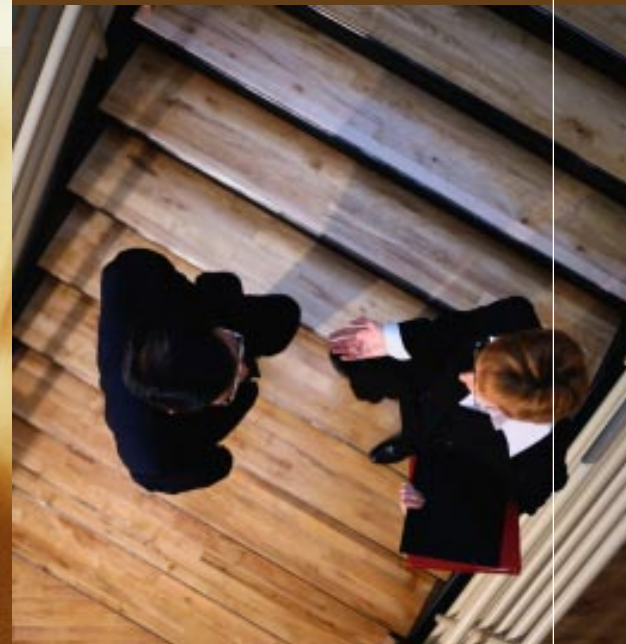
3 August 2004  
JW Marriott Kuala Lumpur, Malaysia

6 August 2004  
Grand Hyatt Singapore

- Do you waste precious time trying to solve the wrong problem?
- Do you seem to spend too much time in crisis mode?
- Are you reactive - rather than proactive?
- Do you or your staff dig in your heels when faced with change?

If so - this workshop is for you!

**Sold out  
event in  
April 2004**

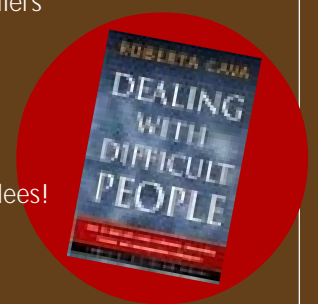


Workshop Leader:

**Ms Roberta Cava**

International Trainer, Speaker and  
Author of Best-Sellers

Best-Seller –  
Dealing with  
Difficult People  
FREE to All Attendees!



Organised by: **PARTNERS**

Supported by:



# DEALING WITH DIFFICULT PEOPLE

2 August 2004, JW Marriott Kuala Lumpur, Malaysia

5 August 2004, Grand Hyatt Singapore

- Do you have to deal with irate, rude, impatient, emotional, persistent, sarcastic or aggressive people?
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**A**t one time or another, everyone has to deal with irate, rude, impatient, persistent or aggressive people. This workshop outlines useful techniques that will help anyone, especially front-line staff to "keep their cool under fire" in a wide variety of situations.

## Who Should Attend

This one-day workshop is geared to people who work on the front lines, representing their organisations. An ideal course for anyone involved in sales, front desk, complaints, receptionists and secretaries. This is Roberta Cava's most popular workshop internationally which has been presented to over 46,000 participants in Australia, New Zealand, Canada, USA, Great Britain, South Africa, Germany, United Arab Emirates, Malaysia, Indonesia, Thailand, The Philippines and Singapore.

## What You will Learn

- How to handle and deal with irate, rude, impatient, or persistent people, both on the telephone and in person
- How to control your moods and "keep your cool" under difficult situations
- How not to let others decide what kind of day you have
- The main cause of customer frustration and anger and how this can be alleviated
- How to handle a day where "everything" goes wrong
- How to handle angry or upset clients and difficult co-workers or bosses
- How to impose "Rules and Regulations"
- How to say "NO" without feeling guilty
- How to give and receive criticism and deal with unfair, or unwarranted criticism
- The techniques of using paraphrasing and feedback
- How to deal with:
  - the silent treatment
  - sarcastic people
  - angry, upset people
  - someone using foul language
  - aggressive people
  - whingers, complainers and bellyachers
  - persistent sales types
  - unfair, unwanted criticism
- How to reduce your own frustration, worry and anger levels
- The importance of non-verbal communication (body language)

## Programme Schedule

Registration: 08:30 – 09:00 hours

Workshop: 09:00 – 16:00 hours

Luncheon, morning and afternoon tea-breaks will



## WORKSHOP B

# CREATIVE PROBLEM SOLVING

3 August 2004, JW Marriott Kuala Lumpur, Malaysia

6 August 2004, Grand Hyatt Singapore

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- Are you reactive – rather than proactive?
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Often people attempt to solve the wrong problems. This one-day workshop identifies the importance of being creative in problem solving and how to set in motion effective, workable solutions. You will be shown the importance of effective problem solving and decision making.

### Who Should Attend

This workshop is perfectly suited for everyone who wants to be creative at problem solving. From owners and management of organisations of all sizes to the front-line officers, you will find this workshop, practical and effective.

### What You will Learn

- Specific vs general problem definition
- Criteria required for defining problems
- Major types of problems
- Driving and Restraining Forces
- The Brainstorming Process
- Planning factors
- How to use a Job Skills Inventory Chart
- Teamwork and teambuilding
- How to get commitment from others
- How to negotiate to obtain what you want
- How to win arguments
- The different approaches to conflict resolution
- How to solve “the chicken problem”

**PLEASE NOTE:** To maximise your learning and participation, the workshops are strictly limited to only 35 attendees per class. Registration is on a first-come-first-serve basis. Please book early to avoid disappointment.

l be provided for during the workshops.

# ABOUT ROBERTA CAVA



Roberta Cava is owner of Cava Consulting (Head Office) in Queensland, Australia (1998); Cava Management Consulting Services in Edmonton, Alberta, Canada (since 1982), and Maui, Hawaii USA (since 1986). Her firms offer over 65 different training and development seminars (12 Associate Trainers) in Supervisory/ Management, Human Resources, Personal Development, Career Development, Customer Service and Clerical. Clients include other training firms, colleges, universities, private and government agencies in Australia, New Zealand, Canada, USA, Great Britain, Germany, Singapore, Malaysia, Philippines, Indonesia, Thailand, South Africa and the United Arab Emirates.

Roberta has been involved in the field of human resources since 1974 including employment as Head of Human Resources and Training for a large financial institute in Melbourne and as Human Resources Manager for a group of 12 companies based in Canada. Her company offers personnel services to companies too small to have their own human resources department and offers career counselling services to job seekers.

Roberta is the author of two internationally best-selling books - *Dealing with Difficult People* has been a best-seller since 1990 and now has 13 publishers in nine languages. Another best-seller is: *Escaping the Pink-Collar Ghetto - How Women can Advance in Business* (which is now available in e-book format). Her other books are: *Dealing with Difficult Spouses and Children*, *Dealing with Difficult Relatives and In-Laws*, *Before Tying the Knot - Questions Couples Must Ask Each Other BEFORE They Marry!* and *What Am I Going to Do with the Rest of My Life?* Soon to be released: *Dealing with Difficult Situations – at Work and at Home* and *Dealing with Bullies*.

Her tributes include:

\* Being chosen twice as a Canadian Achiever;

\* Being nominated for:

- The 2001 and 1999 Telstra Australian Woman of the Year Awards
- The Alberta Human Rights Award
- The Canadian Awards for Business Excellence
- The YWCA Tribute to Women Award
- The Edmonton Chamber of Commerce Small Business Owner of the Year Award for three years and
- Regional finalist for the 1993 Canadian Woman Entrepreneur of the Year Award

Roberta is listed in *Who's Who* in North America. For more information on Roberta, click onto [www.cavaconsulting.com](http://www.cavaconsulting.com)

## REGISTRATION FORM

### Registration for Malaysia's Workshops

Workshop A: Dealing with Difficult People, 2 August 2004 RM990 Nett  
Workshop B: Creative Problem Solving, 3 August 2004 RM990 Nett  
To register, contact:

**Partners Conferences Sdn Bhd** at:

Tel: 603-2169 6296

Fax: 603-2169 6168

Email: [enquiries@partners-conference.com](mailto:enquiries@partners-conference.com)

### For Singapore's Workshops

Workshop A: Dealing with Difficult People, 5 August 2004 S\$495 Nett  
Workshop B: Creative Problem Solving, 6 August 2004 S\$495 Nett  
To register, contact:

**Partners Conference & Event Management Pte Ltd** at:

Tel: 65-6786 7363

Fax: 65-6786 3282

Email: [enquiries@partners-conference.com](mailto:enquiries@partners-conference.com)

(Team discount is available for a team of 3 or more delegates per workshop)

YES! Please register me / us:

Name of Delegates	Designation	Workshop (Please tick)
1. _____	_____	<input type="checkbox"/> A or <input type="checkbox"/> B
2. _____	_____	<input type="checkbox"/> A or <input type="checkbox"/> B
3. _____	_____	<input type="checkbox"/> A or <input type="checkbox"/> B

### Approving Manager

Name: \_\_\_\_\_ Designation: \_\_\_\_\_ Email: \_\_\_\_\_

Organisation: \_\_\_\_\_ Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

## Methods of Payment

### For Malaysia's Workshops

#### Bank Transfer

Account Name : Partners Conferences Sdn Bhd

Account No. : 214-231-000-11-851

Pay to : RHB Bank Berhad

Address : Plaza OSK, Jalan Ampang 50450, Kuala Lumpur, Malaysia

#### Cheque

Please make crossed cheque payable to "Partners Conferences Sdn. Bhd."

Kindly mail your cheque and registration form to:

**Partners Conferences Sdn Bhd** (549988-H)

Level 36, Menara Citibank, 165 Jalan Ampang,

50450 Kuala Lumpur, Malaysia

### For Singapore's Workshops

#### Bank Transfer

Account Name : Partners Conference & Event Management Pte Ltd

Account No. : 501-584692-001 (Bank Code: 7339)

Pay to : OCBC Bank Ltd (SWIFT CODE: OCBCSGSG)

Branch : OCBC Centre

#### Cheque

Please make your crossed cheque payable to

"Partners Conference & Event Management Pte Ltd"

Kindly mail your cheque and registration form to:

**Partners Conference & Event Management Pte Ltd**

2 Flora Drive, #08-36, Singapore 507025