

Two Lively, Practical and Intensive Workshops

with Ms Roberta Cava

Author of Best-Seller "Dealing with Difficult People" and Human Resource Specialist

Workshop A

The Art of Negotiation

5 March 2004

JW Marriott Kuala Lumpur, Malaysia

8 March 2004

Grand Hyatt Singapore

Certification
*All participants will
receive a certificate
upon completion of
training.*

Workshop B

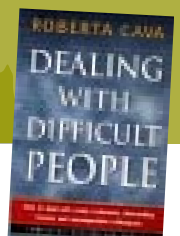
Survival Skills for New Supervisors and Managers

3 - 4 March 2004

JW Marriott Kuala Lumpur, Malaysia

9 - 10 March 2004

Grand Hyatt Singapore



Organised by: **PARTNERS**

FREE for All Participants!
Roberta's International Best-Seller
Dealing with Difficult People

The Art of Negotiation

This workshop aims to help participants learn how to deal with touchy situations where the give-and-take of negotiation is necessary. By getting on the same “wave length” as your opponent, you’ll learn how to obtain what you want. Also covered are: body language and what people’s unspoken symbols indicate; how to win arguments; and how to deal with manipulators.

Workshop Objectives

- Discover the steps to take when negotiating to get what you want.
- Know the differences between passive, passive resistant, assertive, indirect aggressive, aggressive, and passive /aggressive behaviour and the effects these behaviours have on others.
- Find out the 115 ways people try to manipulate others.
- Learn how to deal with:
 - passive manipulators;
 - passive resistant manipulators;
 - indirect aggressive manipulators;
 - aggressive manipulators;
 - passive/aggressive manipulators;
 - other manipulators.
- Discover the 4 different basic kinds of people and how you can work more harmoniously with them.
- Know the three primary sensory communication styles.
- Find out the differences between introverts and extroverts.
- Learn the importance of non-verbal communication or body language in the negotiation process.
- Know the meaning of “Territory” as it relates to body language.
- Discover what is a “space bubble”.
- Find out the technique of paraphrasing and how to effectively use it in negotiating.
- Know what is “brainstorming” and how it is used.
- Learn the 4 different approaches to conflict resolution.
- Solve the “The Chicken Problem”.

Who Should Attend

This workshop is particularly useful and relevant to all who have to negotiate with their clients, suppliers and getting the best deal out of their situation without making the other party feel like a ‘loser’.

Programme Schedule

Registration: 08:30 - 09:00 hours
Workshop: 09:00 - 16:00 hours
Luncheon, morning and afternoon tea-breaks will be provided for during the workshops.

Survival Skills for New Supervisors and Managers

According to a survey done, 97% of the people identified that the most difficult people that they encountered at workplace are - NOT their clients, NOT their co-workers but their SUPERVISORS! Why is this the case? Because most supervisors have not received the basic training necessary to successfully carry out their role as supervisors.

Do you find insubordination at your workplace? Do you find it difficult to get your subordinates to do a proper piece of work? Do you find it hard to get support from your staff? If yes, you have to ask yourself whether you are the cause of their response to you - do you make any of these mistakes unknowingly:

Common Mistakes Supervisors Make

- Embarrass staff by disciplining them in front of workmates or clients;
- Label staff's behaviour (stupid, dumb) or made sarcastic remarks, instead of trying to correct the actual behaviour of the staff member;
- Do not give recognition for a job well done;
- Shift the blame to staff when things go wrong;
- Do not provide the necessary training to fill the gap between job requirements and employee's skills;
- Conduct performance appraisals on staff without a proper job description upon which to base their evaluation;
- Ignore staff's suggestions about better ways to complete tasks.

If you have answered 'yes' to any of the above, this workshop is for YOU!

Who Should Attend

This is one of Roberta's most popular workshops - it offers supervisory/management skills to those who are moving up to a supervisory/management position or those who are already there, but lack supervisory training. Seats are limited to 20 persons per class!

Agenda

1. THE ROLE OF THE MANAGER

- Responsibilities of all supervisors/managers.
- Problems when you manage former peers.
- Qualities of good managers.
- Why many managers fail?

2. LEADERSHIP STYLES

- What is leadership?
- Supervisors/Managers who bring out the best/worst in staff.
- What leadership style suits you best?
- Basic differences between theory X and Theory Y supervisory management styles.
- Basic leadership styles.

3. DELEGATION

- Excuses and risks for not delegating.
- What are Responsibility, Authority and Accountability?
- The delegation process - Rules of Delegation.
- Delegation Dos and Don'ts.
- The importance of proper up-to-date job descriptions.

4. MOTIVATION

- How to utilise Maslow's Hierarchy of Needs to motivate employees?
- How to motivate under-achievers?
- How to keep high achievers motivated/happy?
- Common ways we see anger expressed at work.
- How to set performance standards for tasks?
- Performance appraisals.

5. PROBLEM SOLVING & DECISION MAKING

- Criteria required for defining problems.
- Steps to take when problem solving.
- Driving and restraining forces.
- The Brainstorming Process.

6. TIME MANAGEMENT

- The principles of time management.

- The differences in Priority A, B, C and D tasks.
- Determining priorities for your day.
- The "Swiss Cheese Approach".
- Importance of "To Do" lists and Daytimers.
- Time Wasters and their solutions.

7. INTERPERSONAL SKILLS

- Normal speaking and listening speeds.
- Major steps in the communication process.
- Retaining information in one-on-one training.
- How do you rate as a listener/speaker?
- Paraphrasing and Feedback.
- Qualities of good team members.
- Kinds of problem team members.
- The importance of non-verbal communication.

8. EMPLOYEE DISCIPLINE

- Differences between counselling and disciplinary interviews.
- When are counselling interviews warranted?
- Objectives of counselling and disciplinary interviews.
- How to conduct a counselling interview?
- What kind of problems should you not try to handle by yourself?
- Handling sexual harassment issues.
- How do you maintain improved performance?
- Where should you discipline employees?
- Planning counselling/disciplinary interviews.
- The importance of follow-up to interviews.
- How to conduct a disciplinary interview?
- Steps to take before terminating an employee.
- The importance of proper documentation.

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

Registration Form

Registration for Malaysia's Workshops

Workshop A:
The Art of Negotiation, 5 March 2004 RM990 Nett

Workshop B:
Survival Skills for New Supervisors/Managers, 3 - 4 March 2004 RM2,149 Nett

To register:
Contact **Partners Conferences Sdn Bhd** at:
Tel: 603-2169 6296 Fax: 603-2169 6168
Email: enquiries@partners-conference.com
(Team discount is available for a team of 3 or more delegates per workshop.)

Registration for Singapore's Workshops

Workshop A:
The Art of Negotiation, 8 March 2004 S\$495 Nett

Workshop B:
Survival Skills for New Supervisors/Managers, 9 - 10 March 2004 S\$990 Nett

To register:
Contact **Partners Conference & Event Management Pte Ltd** at:
Tel: 65-6786 7363 Fax: 65-6786 3282
Email: enquiries@partners-conference.com

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: _____
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Methods of Payment

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Pay to : RHB Bank Berhad
Address : Plaza OSK, Jalan Ampang,
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