



PEOPLE & MANAGEMENT SERIES

- A programme for executives, team leaders,
supervisors and managers

Organised by

PARTNERS

Conference and Event Management
Pte Ltd (Reg. No. 200210370R)

Workshop A

DEALING WITH DIFFICULT PEOPLE

9 Mar 2006, Orchard Hotel Singapore

13 Mar 2006, JW Marriott Kuala Lumpur, Malaysia



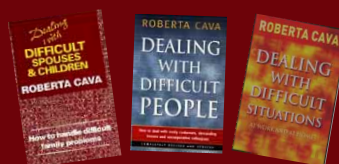
Workshop B

CREATIVE PROBLEM SOLVING

10 Mar 2006, Orchard Hotel Singapore

14 Mar 2006, JW Marriott Kuala Lumpur, Malaysia

Workshop Leader:
MS ROBERTA CAVA
International Trainer, Speaker
and Best-Selling Author



PLUS

Bonus Session on
Transformational
Leadership -
See details inside

DEALING WITH DIFFICULT PEOPLE

9 Mar 2006, Orchard Hotel Singapore 13 Mar 2006, JW Marriott Kuala Lumpur, Malaysia

- 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!

At 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 & 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)



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 8 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*

CREATIVE PROBLEM SOLVING

10 Mar 2006, Orchard Hotel Singapore 14 Mar 2006, JW Marriott Kuala Lumpur, Malaysia

- 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!

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 factor
- 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"

This workshop has been accredited by:

- Professional Engineers Board, Singapore
7 Professional Development Units (PDU)
- Board of Engineers, Malaysia
7 Continuing Professional Development (CPD)

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.

the Rest of My Life? 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



OTHER RELATED PROGRAMMES

Roberta also conducts these programmes

- Managing Time, Stress and Difficult People
- Maintaining Control Under Difficult Situations
- Defusing Difficult People and Controlling Stress
- Time and Stress Control
- Time Control for Supervisors
- Time Control for Secretaries & Admin Professionals
- Anger Management
- Telephone Communication Skills

For tailor-made in-house session, please email us at enquiries@partners-conference.com

TRANSFORMATIONAL LEADERSHIP:

Creating an Extraordinary Team to Achieve Breakthrough Results



All registered companies will have a chance to send up to 3 senior managers and decision-makers to attend one of the following bonus sessions:

Date	Time	Venue
9 Mar 2006	4.30 p.m. – 6.30 p.m.	Grand Copthorne Waterfront, Singapore
13 Mar 2006	4.30 p.m. – 6.30 p.m.	JW Marriott Kuala Lumpur, Malaysia

This powerful and dynamic session is conducted by **Roger Konopasek**, an international trainer and consultant.

Every year, billions of dollars are spent globally to train executives. Yet, only a minority of these people who undergo training ever break through the magical glass ceiling of acceptable/mediocre performance to become extraordinary team members that set industry standards.

Training does what it is supposed to do: it inculcates certain know how and values. But training cannot achieve the next step: Breaking the **“Knowing Is Not Doing”** barrier. This is the role of transformation:

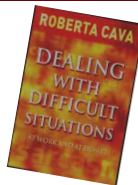
Roger, known for his laser-like focus, hands-on and strategic approach will show you how to:

1. Close the “Manager–Leader” gap – Move from managing to leading and inspiring your team
2. Create a team of fully self-motivated performers who have surpassed mental blocks/fears to unleash their full potential;
3. Inspire a powerful legendary corporate culture that will attract the best and brightest to join your team;
4. Empower your team to move from being re-active to being dynamic, passionate, taking on challenges with their whole heart;
5. Remove political infighting and silo thinking to re-focus the team on what matters: growing an excellent company
6. Understand the psychological framework of effective transformation;
7. Effectively deal with team members who resist change and try to derail the transformation process.

Hurry - Register for our workshops now and get to attend this bonus session free!

SPECIAL GIVE-AWAY:

All participants will also receive a free copy of **Dealing with Difficult Situations**



REGISTRATION FORM

To register, please contact **Partners Conference & Event Management Pte Ltd** (Reg. No. 200210370R)
 Tel: 65-6288 1273 Fax: 65-6288 1293 Email: enquiries@partners-conference.com www.partners-conference.com

Registration Fees (nett per workshop) **Singapore S\$495** **Malaysia US\$295**
Group discounts are available when you register at least 3 workshop sessions.



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 Singapore's Workshops

Payment by Bank Draft/Cheque
 Please make cheque payable to Partners Conference & Event Management Pte Ltd and mail to:
 Partners Conference & Event Management Pte Ltd
 32 Maxwell Road #03-07, White House, Singapore 069511

Payment by 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

For Malaysia's Workshops

Payment by Bank Transfer
 Account Name : Travelex Singapore Pte Ltd
 Account No. : 890-0273-879 (Bank Code: ABA 021000018)
 Pay to : The Bank of New York (Swift Code: IRVTUS3N)
 Branch : 1 Wall Street, New York, NY10015, USA
 Message : 'In favour of Partners Conference & Event Management Pte Ltd'