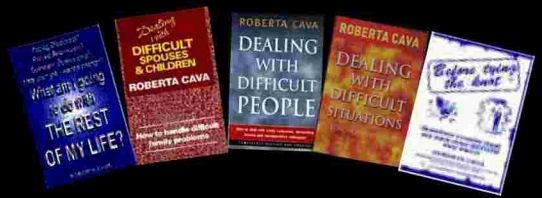


Back by  
popular  
demand!

Two highly practical workshops by  
International trainer, speaker and  
best-selling author  
**Ms Roberta Cava**



Workshop A

# Creative Problem Solving

25 May 2007, Swissotel Merchant Court, Singapore



Workshop B

SOLD OUT IN 2006

# Dealing with Difficult People

Bookable on two dates: 14 May 2007 and 17 May 2007,  
Swissotel Merchant Court, Singapore

Organised by

**PARTNERS**

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

# Creative Problem Solving

25 May 2007, Swissotel Merchant Court, 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!

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.

### Specific Objectives

At the end of the workshop, by examining presented information, through discussions, self-study, activities and viewing of a film, you will be able to:

- List 3 criteria required for defining problems
- Relate the meanings of the words specific, general, tangible and intangible as they relate to problem solving
- Define 5 major steps to making strategic decisions
- Identify 4 major kinds of problems
- Express 10 steps in the Problem Solving Guide
- Choose 2 specific problems and complete the Problem solving and Decision-Making Guides
- Identify driving and restraining forces
- Understand the brainstorming process and how it applies to problem-solving
- Identify the specific action steps for problem-solving
- Find 6 planning factors
- Define the use of a Job Skills Inventory Chart
- Understand the 9 things to remember about teamwork
- Define 10 ways to better teambuilding
- Learn the 7 steps to get commitment from team members
- Know the 12 steps to negotiate to obtain what you want
- Find out 11 ways to win arguments
- Describe 4 different approaches to conflict resolution
- Establish the process of how to solve the "Chicken Problem"

### Testimonials from Past Participants

*"I enjoyed the whole course and gained a good insight into problem solving in a simpler way. I experienced open participation and had most of my questions answered and was able to deliberate on where I stand."* - **Shirley Kiai, Malaysia**

*"I have learnt a systematic way of approaching a problem – refreshing!"* - **Chow Siew Ngoh, Parker Hannifin (M) Sdn Bhd**

*"The workshop has taught me how to solve problems on the spot."* - **Rebecca Chua, Ministry of Education**

*"The workshop has helped me to think outside the box literally and learn that there are many sides to solving a problem."* - **Jerome Tay, Vopak Terminals Singapore Pte Ltd**

*"I have benefited very much from the workshop. I have learnt how to identify problems and solve them and ways to make a quick decision. Roberta is very clear in presenting."* - **Masita Binti Mohamad, Singapore**

*"I have picked up some new ideas on how to resolve problems at the work place. The Job Skills Inventory Chart offers a good idea on how staff inventory planning can be done."* - **Celia Yip, Singapore**

*"The workshop has helped me to put into perspective, areas which have been really under-estimated! An eye-opener! Course delivery was interactive, hands-on and classroom style combined – brilliant!"* - **Jann Saiboo, Adecco Personnel Sdn Bhd**

# Dealing with Difficult People

14 May 2007 and 17 May 2007, Swissotel Merchant Court, 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!

At one time or another, everyone has to deal with irate, rude, impatient, persistent or aggressive people. Participants will learn the importance to their company of fast, friendly and efficient handling of customers and clients, both on the tele-phone and in person. 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 50,000 participants in Australia, New Zealand, Canada, USA, Great Britain, South Africa, Germany, United Arab Emirates, Malaysia, Indonesia, Thailand, The Philippines and Singapore.

### Specific Objectives

At the end of the workshop, by examining presented information, through discussions, group activities and role-plays, you will be able to learn:

- The 3 effective ways of controlling your own moods
- How not to let others decide what kind of day you have
- How to handle a day where "everything" goes wrong
- How to impose "Rules and Regulations"
- How to say "NO" without feeling guilty
- The best technique to use to "Keep Your Cool" when a customer blames you for something you didn't do
- The main cause of customer frustration and anger and how this may be alleviated
- The difference between constructive and destructive criticism
- The 6 steps on how to handle criticism
- How to handle unfair, unwarranted or manipulative criticism
- Effective ways to manage and deal with:
  - the feelings of angry or upset people
  - angry customers / clients
  - whiners, complainers, bellyachers and negative thinkers
- difficult co-workers or bosses
- sarcastic people
- persistent sales people
- someone using foul language in the workplace or on the phone
- people giving you the "silent treatment"
- The common telephone and face-to-face problems faced in your daily life
- The kind of behaviour sarcastic people portray
- The 3 basic sensory communication styles
- The 4 different basic kinds of people, and how you could work more harmoniously with them
- The differences between passive, passive resistance, assertive, indirect aggressive, aggressive and passive/aggressive behaviour and the effects these behaviours have on others
- The specific steps to take to reduce your own frustration and anger levels
- The importance of non-verbal communication or body language
- How to create your own "Territory" as it relates to body language

### Testimonials from Past Participants

*"Roberta is good and I enjoyed her course. I am looking forward to reading her book to help me deal with difficult people."* - **Joanna Johnson, BMC Software Asia Pacific Pte Ltd**

*"Roberta has expertly explained the various techniques to us to solve difficult situations."* - **Geraldine Tan, Infocomm Development Authority of Singapore**

*"Learnt a good methodology of solving problems."* - **Ho Yong San, Singapore Prisons Department**

*"I have always been afraid of handling demanding customers over the phone. However, I now have more confidence to try out the suggested actions to be taken when I am in such a situation."* - **Nazlin Bte Mohd Hilal, SingTel Communications Ltd**

*"Useful techniques on how to deal with difficult people."* - **Chow Lynn Whui, Health Sciences Authority**

*"Learnt how to deal with irate, rude, impatient, emotional, persistent and aggressive people without losing our cool."* - **Cathryn Sim, Immigrations & Checkpoints Authority**



**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 counseling 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 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](http://www.cavaconsulting.com)

**Other Related Programmes**

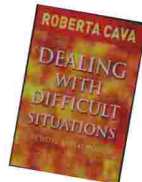


Roberta also conducts these programmes:

- Survival Skills for Supervisors and Managers (public workshop scheduled on 13 - 14 Nov 2006)
- 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](mailto:enquiries@partners-conference.com) or call us at 65-6288 1273

**SPECIAL GIVE-AWAY:**  
All participants will also receive a free copy of *Dealing with Difficult Situations*



**Programme Schedule for Both Workshops**

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.

**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](mailto:enquiries@partners-conference.com) [www.partners-conference.com](http://www.partners-conference.com)

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

<b>Name of Delegates</b>	<b>Designation</b>	<b>Workshop (Please tick)</b>
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**

**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  
 30 East Coast Road #02-27 Paramount Shopping Complex  
 Singapore 428751

**Payment by Bank Transfer**

Account Name : Partners Conference & Event Management Pte Ltd  
 Account No. : 501-584692-001 (Bank Code: 7339)  
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