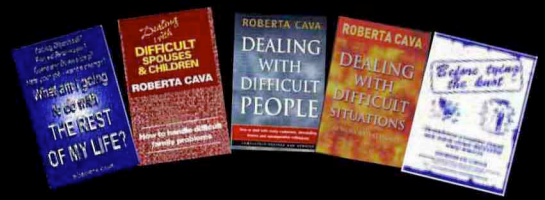


Back by
popular
demand!

A highly practical workshop by
International trainer, speaker and
best-selling author
Ms Roberta Cava



Dealing with Difficult People

19 Nov 2008

Furama Riverfront, Singapore



Organised by

PARTNERS

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

Dealing with Difficult People

19 Nov 2008 Furama Riverfront, 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

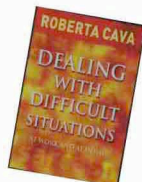
Other Related Programmes



- Roberta also conducts these programmes:
- Survival Skills for Supervisors and Managers (public workshop scheduled on 20 - 21 Nov 2008)
 - 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 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

Registration: 08:30 - 09:00 hours
Workshop: 09:00 - 16:00 hours

Luncheon, morning and afternoon tea-breaks will be provided for during the workshop.

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 person) **Singapore S\$495**

Group discounts are available when you register 3 persons and above

Name of Delegates	Designation	Email
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

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