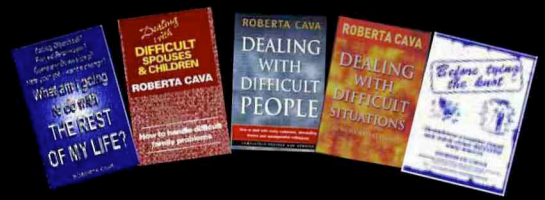


Back by
popular
demand!

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



Dealing with Difficult People

25 Jun 2008

Furama City Centre, Singapore



Organised by

PARTNERS

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



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

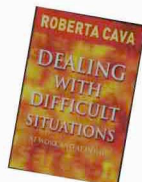
Other Related Programmes



- Roberta also conducts these programmes:
- Survival Skills for Supervisors and Managers (public workshop scheduled on 26 - 27 Jun 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:
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 30 East Coast Road #02-27 Paramount Shopping Complex
 Singapore 428751

Payment by Bank Transfer

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