

Dealing with Challenging People Interactions

By Bryan Martin



Decide with Confidence

INTRODUCTION

Good communication and interpersonal skills are essential in every job you do. In our everyday interactions, we may come across customers or colleagues whom we have difficulty interacting with. This practical and comprehensive program will help you develop better communication and interpersonal skills. It will equip you with the ability to read different people and use the right techniques to deal with them.

Participants will also learn how to manage their own emotions when in a difficult situation as well as learn conflict management techniques. A highly interactive method will be employed to keep the workshop relevant and useful for participants.

LEARNING OBJECTIVES

On completing this program, participants will be able to:

- Identify their personal strengths and weaknesses in communicating with others
- Identify and deal effectively with difficult personalities
- Learn how to turn a situation into a win-win scenario
- Identify potential roadblocks when dealing with people
- Employ approaches to improve communicating with difficult people
- Interact with people through effective communication skill sets and interpersonal skills
- Learn how to identify emotional triggers in people
- Understand the conflict management process

COURSE OUTLINE

INTRODUCTION

- People oriented goals and strategies
- The importance of maintaining good and healthy relationships
- The fundamentals of interpersonal and relational skills
- Individual Interpersonal skills and temperament assessment
- Personal communication barriers assessment and analysis
- Defining styles and approaches to managing others

DEFINING AND RECOGNISING DIFFICULT PEOPLE

- Identifying and understanding difficult people
- Key examples of difficult people
- Why are some people difficult
- Perceptions versus reality
- Identifying primary and secondary conflict stages

COPING WITH DIFFICULT PEOPLE

- Strategies for relating and dealing with the difficult person
- Translating pains to lessons

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- Language patterns for handling difficult people
- The basic principles of handling difficult people
- Using DISC to resolve and manage conflicts
- Understanding the power body language in conflict resolution

RESOLVING THE SITUATION

- Understanding the resolution process
- Softening the groundwork
- The role of mediation
- The 5 steps to managing and resolving difficult situations
- Preparing the ground for future interactions
- The win-win psychology
- Personal action plans

METHODOLOGY

Highly participative and interactive consisting of discussions, action learning games, case studies, practical work, critique sessions as well as small group work. Realistic and customized scenarios will be employed to ensure practicality of the training method and applications.

For Whom: Middle managers, executives, support staff, sales representatives, customer service and administrative staff, business professionals and anyone who seeks to learn how to handle demanding and difficult people.

ABOUT THE TRAINER – MR BRYAN MARTIN

Bryan Martin has a combined 20 years of experience in sales and customer relations in the transportation, shipping and logistics sectors. He spent 15 of those years in people management. During this tenure he managed key global accounts in the Asia Pacific region. His professional experience has given him valuable experience in the fields of people management, servicing customers and business strategy formulation. Bryan's has also been actively engaged in various capacities ranging from training of personnel, customer relationship management and knowledge management.

Bryan's professional expertise and experience and down-to-earth nature allows him to connect well with the participants he trains as he is able to ensure his sessions are kept relevant to the needs and expectations of his participants. Bryan has worked with participants from organizations both in the public and private sector in his capacity as a training consultant. These include companies such as the Housing & Development Board, Singtel among others.

His core areas of expertise in training and development include interpersonal skills, customer relations, teambuilding, personal effectiveness, public speaking and knowledge management. Bryan Martin is currently an associate consultant with regional training consultancy in Singapore.

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Date: 4 June 2012, 9am – 5pm

Venue: TBA

Fee: [] S\$530 (before GST) for D&B Subscriber [] S\$640 (before GST) for Non-subscriber
(Includes materials, refreshments and lunch)

**EARLY BIRD – Fax in your registration before 4 May to receive a 10% off regular fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee**

Fax the completed registration form to 6778 3853

Participant(s) Information

Name 1: _____ **Job Title:** _____

Email: _____ **(DID):** _____

Name 2: _____ **Job Title:** _____

Email: _____ **(DID):** _____

Name 3: _____ **Job Title:** _____

Email: _____ **(DID):** _____

Company's Information

Name of Company: _____

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Telephone: _____ **Fax:** _____

Liaison Officer: _____ **Job Title:** _____

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