

Handling Difficult People

By Praga



Decide with Confidence

INTRODUCTION

If you ever have to deal with people in your job, you know that sometimes people get difficult. As the contact point you are your organization. It is up to you to address the person tactfully and quickly. Anyone who deals with the public needs to know how to deal with difficult situations and learn how to avoid it in the future. Sometimes the tension is visible in the form of back-biting rivalry, bickering, and resentment. Sometimes it can be more subtle with stored-up anger as an undercurrent. Pain and emotional scars, wasted time and energy, and waning morale are too often the only products of such situations.

Learning to deal with a difficult people is not easy, but is something that everyone can learn. While there is no single technique that works with every person, there are skills that can be mastered with a positive attitude and practice. The proven ideas presented here are from best practices benchmarked from various government and commercial organizations globally.

LEARNING OBJECTIVES

On completing this program, participants will:

- Understand why people seem difficult and what causes them to be difficult.
- Change the mind set about difficult customers.
- Manage their own negative feelings when dealing with difficult customers.
- Apply approaches learned for coping with difficult people
- How to create a win-win situation by working well with others
- Understand and practice a range of influencing approaches and recognize the situations in which to use them
- Enhance interpersonal skills

Methodology:

- Accelerated Training Approach- *Learning Design Re-patterning*
- Problem Based Learning
- Role-Play and Activity
- Case Scenario Analysis

COURSE OUTLINE

UNDERSTANDING DIFFICULT PEOPLE		WINNING BACK	
<ul style="list-style-type: none"> • Psychology of Human Behavior • Examining the Internal frame of mind • Laying the rules governing difficult people. • Causes Of Negative, Difficult People. 	<ul style="list-style-type: none"> • OCD, OAD • Resistance vs Reluctance • S.B.T.S • The "Defense Trigger" • Case Scenario Analysis 	<ul style="list-style-type: none"> • B.E.E.P Strategy • Developing A Win/Win Philosophy 	
MENTAL RE-FRAMING – META COGNITION		DEVELOPING YOUR COMPETENCIES-HANDLING & DIFFUSING	
<ul style="list-style-type: none"> • How we affect others • Keeping focus – Staying Objective not Subjective • Clarifying the intent – Defying Mental Blocks • Taking Action to Reverse Negative Emotions • The Flipside Technique 	<ul style="list-style-type: none"> • Understand first before being understood • Making Initial connections • Diagnosing your customer • Words That Make a Difference • Psychology of Influencing • Vibrations of non-verbal cues 	<ul style="list-style-type: none"> • Developing your listening & succeeding skills • Fundamentals of Quantum Linguistics • "Windows to the soul" • Defensive Approach • Assertive Approach • Charting your process • S.M.A.R.T.E.R 	

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MANAGING YOUR INNER SELF

- Emotional Investment
- Transference & Counter-Transference
- Understanding your persona
- The Power Of A Positive Attitude
- Perceptual Positioning
- Peripheral visioning
- Innovative Meditation
- New Behaviour Generator

APPLIED LEARNING TO THE EXPECTIVE SITUATIONS

- Identifying linguistic patterns and gaps
- Slight of mouth techniques
- Riding the S-Curve
- Manage the memes
- Building Visibility
- Reciprocity

ABOUT THE TRAINER – MR PRAGA

Praga is a highly interactive and innovative trainer, whose work is mainly based on research and applied knowledge from extensive experiences in benchmarking organizations best practices. His training uniqueness comes from his Accelerated Training Approach which is built on Learning Design Re-patterning Model TM known by many to be entertaining, refreshing, yet filled with success formulas.

Praga is the co-founder of Accelerated Training Approach built on Learning Design Re-Patterning™ Model and a Fellow Member with the Institute of Therapies Management (London).

He holds a Degree in Business and several Diplomas in Psychology and Psychotherapy and a Masters in HRM & Organizational Psychology. He's also a:

- Certified Master Trainer in Psychotherapy
- Certified ATA Master Trainer
- Certified Psychometric Profiling Trainer
- Certified Trainer in Applied Counselling
- Certified Stress Management Trainer
- Certified NLP Master Practitioner
- Certified Master Life Coach
- Certified Behavior Management Specialist.

Praga is the only Singaporean to be certified as a Master Trainer with the Institute Therapist Management of London researching on Human Behavior. Praga travels extensively while working with many supporting partners globally. His expertise in training management are vast and some to name were in developing organizational framework, managing training initiatives, product/course development and customization, training facilitation and conducting needs analysis. teambuilding, among others. She has also worked with the Workforce Development Agency of Singapore to develop training content for the Employability Skills System.

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Date: 28th & 29th June 2010, 9am – 5pm
Venue: Amara Hotel Singapore

Fee: [] S\$640 for D&B Subscriber [] S\$720 for Non-subscriber
(Includes materials, refreshments and lunch)

**EARLY BIRD – Fax in your registration before 28th 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: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Payment Information

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Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 14 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company
4. D&B reserves the right to change venue due to unforeseen circumstances.