

Managing Challenging & Difficult Employees

By Patricia Lopez



Decide with Confidence

This workshop is designed to equip managers and supervisors with the necessary skills that are required to better manage employees that can be difficult. Participants will gain a better understanding of the diverse factors that contribute to more effective employee engagement. They will then be taught how to harness these factors positively so as to better manage others at work.

Learning Objectives

On completing this program, participants will be able to:

- Appreciate that continuous changing work and social climates demand Emotional Intelligence to be new and important addition to leadership tools
- Understand the concept of Emotional Intelligence and the factors associated with it
- Discover their current level of Emotional Intelligence
- Have a clear awareness of which factor(s) they need to improve on
- Learn to improve each of the factors of Emotional Intelligence
- Learn how to apply Emotional Intelligence Leadership positions at the workplace
- Identify and learn how to overcome personal obstacles that prevent one from being emotionally intelligent

Who Should Attend

For those who want to take their level of EQ development to a higher level of competency development while leading and managing work teams.

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Trainer Profile – Patricia Lopez

Patricia Lopez is a Human Resources professional and Communications Consultant with a 15 year track record in training and consulting. In her nearly 20 years in Singapore, Patricia's work has brought her to just about every major city in the region, where she has delivered HR and learning solutions to MNCs, SMEs and Government organizations.

Patricia's guiding principle in providing solutions to her clients is her outcome-based approach to projects. Her core capabilities are in designing and delivering HR talent management interventions, developing communications strategy in times of change, and designing and delivering powerful training programs which address organizational challenges.

Patricia's core business offering is Talent Management strategy, including

- Employee Engagement for Business Results
- Effective Onboarding
- Talent Identification using GE's "9-cell" model
- Managing Risk Around Key Talent
- Success Profiles for Critical Roles
- Succession Planning for Critical Roles
- Management Skills for New People Managers
- Reward and Recognition programs
- Performance Management
- Executive Coaching
- Mentoring Programs

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Date: 24 April 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 24 March to receive a 10% off usual fee
GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off usual fee

Fax the completed registration form to 6778 3853

Participant's Profile

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Payment Information

[] D&B subscription units (Account no: _____)
[] * Cheque. *Please made payable to: Dun & Bradstreet (Singapore) Pte Ltd*
[] * VISA [] Mastercard [] Amex
Card no: _____ **Expiry date:** _____
Signature: _____ *(*7% GST applies for cheque & credit card payment)*

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 7 working days before commencement is entitled to full refund of seminar charges (only applicable to cheque or credit card payment). No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. For D&B subscribers opting to pay through D&B subscription units, deductions would be made upon receipt of completed registration form. In the event of any postponement/cancellation of seminar by D&B; or withdrawal from seminar by participant(s), units deducted would not be credited. However, a replacement of seminar (of same value) would be given and to be utilized within 6 months.
4. 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 cheque/credit payment towards the event and such registrants shall have no claims against the company.
5. D&B reserves the right to change venue due to unforeseen circumstances.

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