

DEALING WITH DIFFICULT PEOPLE

“Handle Them Easily And Smartly”

They are the people you work with, depend on and sometimes, live with. Difficult people are everywhere and they can pose a challenge to us that will drain our time and energy. It will cause us from being effective to becoming frustrated and angry. It is not a question of whether you will meet these people, but a matter of time before you will encounter them.

The workshop is designed to help you to deal with difficult people effectively and get them to work alongside with you.

Highlights

- How changing perspective can change your reality!
- **What makes difficult people, difficult?**
- Applying empathy to diffuse tough situations.
- **How to turn conflict into co-operation.**
- Using a simple and effective strategy to win hard people to you.
- **How to set boundaries and limits to protect yourself.**
- Find out exactly what to say and do while engaging them.
- **How to have more peace in your work.**
- Negotiate to develop win-win situations.
- **Avoid dangerous trigger elements.**
- Discover how to bring out the best out of people.
- **Knowing what are your HOT buttons that irritate you and how to deal with them.**
- Quick techniques in handling anger from within.
- **Use observable languages to cool down demanding people.**



Danny Ho has more than 10 years of experience in counselling and helping people handle emotions and is well-versed in counselling people who have difficulties in handling difficult and unreasonable people. He holds a Masters of Social Science in Professional Counselling and is also a recognised Clinical Supervisor with the Singapore Association for Counselling. He has personally spoken in numerous seminars and is able to turn the latest evident-based research theories into easy-to-learn practical application for daily living.

REGISTRATION FORM

Program : Handling Difficult People
Date : 29 July 2011 (Friday)
Time : 8.30am to 5.00pm
Place : Furama City Centre Hotel, 60 Eu Tong Sen St, Singapore 059804
Investment : **Early Bird** - \$290 (by 26 July). **Normal Registration** - \$350 (from 27 July onwards)
(inclusive of materials, tea breaks and lunch)

PLEASE FILL IN THE PARTICIPANT'S DETAILS IN BLOCK LETTERS

First Name: _____ Last Name: _____

Designation: _____ Company: _____

Address: _____ Postal Code: _____

Contact (O): _____ Mobile Phone: _____

Email: _____

DETAILS OF APPROVING PERSONNEL BELOW IN BLOCK LETTERS

First Name: _____ Last Name: _____

Designation: _____ Contact (O): _____

Email: _____

Please FAX this registration form to +65 6399 3699 or email the above details to:

coach@deepimpactonline.com

Registration and Payment

Deep Impact will reserve a place for you upon receipt of your completed registration form and payment. All checks should be crossed and marked payable to "**Deep Impact Pte Ltd**" and mailed to below address.

Terms and Conditions:

Deep Impact Pte Ltd reserves the right to substitute trainers/speakers, venue, date of event and make changes to the workshop outline depending on the class dynamics.

A cancellation fee of 50% of the program fee will be imposed in the event of withdrawals 14 days before the workshop commencement. Strictly no refund for withdrawal seven days before the workshop commencement date or no-shows. Seats are transferrable.

Training Company: Deep Impact Pte Ltd

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