

MANAGING CONFLICT AND HANDLING DIFFICULT PEOPLE

Creating Positive and Win-Win Working Environment and
Bringing Out the Best in Everyone

LDI Instructor

INTRODUCTION

All organizations have employees or co-workers who are difficult to deal with or who are showing negativity that drive you crazy. At best, such people can make life stressful and unpleasant. At worst, they can keep you from achieving important goals.

Companies also frequently face conflict situations which must be resolved quickly and effectively.

The good news is that by attending this very practical course, you will realise that you can deal with these people or situation and create a positive working environment.

In this course you will learn how to:

- Identify unwanted behaviours and how to deal with them
- Understand how difficult people think and why they act the way they do
- Be persuasive and use your influence
- Develop “win-win” attitude and skills turning conflicts into cooperation
- Apply negotiation techniques to deal with difficult demands and resolve conflicts
- Manage yourselves to work well with others

COURSE OUTLINE

Knowing Yourself First

- Assessing Yourself
- Learning to Manage Yourself
- Managing Your Emotions
- Managing Your Time

Recognising Types of Behavioural Problems

- Your Colleagues
- Your Subordinates
- Your Boss

Creating A Climate for Success

- Your Success is My Success
- How You'll Know It's Working

- Specifies Strategies for Success

Maintaining Good Relationship With:

- Your Colleagues
- Your Subordinates
- Your Boss
- Co-workers and Themselves

Conflict Resolution and Dealing with Difficult People

- Win-Win Attitude and approaches
- Negotiation techniques and process
- Effective Communication
- Understanding others
- Different personality styles

Exercises, simulation and games will be used in this practical workshop to reinforce learning and to develop participants' skills.

WHO MUST ATTEND

This course benefits:

- Supervisors and managers
- Team leaders
- HR personnel
- Public and Community relations personnel
- Trainers
- Anyone who works with difficult people or has to deal with them

METHODOLOGY

The course is participative, emphasizing learning through discussion and structured activities or simulation.

To enroll or get more information, please contact

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