

MANAGING CONFLICT AND HANDLING DIFFICULT PEOPLE

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

by
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.

NOTE: CONDUCTED IN BAHASA INDONESIA

METHOD OF PAYMENT

Please completed the following payment details:

Telegraphic transfer - Please make payment in Rp. to the following account: (Please instruct your bank to remit all local & overseas bank charges to your bank account)

P.T. LOKA DATAMAS INDAH

Bank account 314-3000328

PT. Bank UOB Buana Tbk.

Cab. Juanda

Jl. Ir. H. Juanda No. 15,

Jakarta Pusat

Enrollment Information

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E-MAIL : Lditrain@indo.net.id

HOME PAGE : www.Lditraining.com

Enrollment Information

Rp. 8.950.000,- per person

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LDI's Outline/Managing Conflict and Handling Difficult People/