

An LDI Training Course

MANAGING CONFLICT AND HANDLING DIFFICULT PEOPLE

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

by
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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.

ABOUT YOUR INSTRUCTOR

Ateng Surachmat, 35 years experiences in upstream oil and gas industry as professional and management.

He earned BS from Geology Dept, ITB in 1987 and MBA from IPMI-Monash University in 1997.

He started his career as Geologist, then move to HSE, Operations, HR and his last position is as a GM in one of PSC in Indonesia.

On his spare time, he became a lecturer of Petrophysic subject in Geophysics Eng Dept. ITB.

He also experiences as a facilitator and trainer on various in house and public training and workshops on technical, HSE, HR and Management subjects.

His wide range and deep exposures on various positions in upstream oil and gas industry will be an advantage for participants so they could learn on various aspects.

Ateng is currently holding the position of a Senior Trainer of LDI Training and he certified to conduct its courses.

COURSE DELIVERY

- This offline (face to face) course is conducted in Bahasa Indonesia
- Training hours are from 08:00 to 16:00 WIB
- Participants will receive course materials
- Participants will receive a certificate after completing the training

For course registration and more information please email to

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