LDI TRAINING
"Leading Edge Courses for Professionals" ™

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

Ir. Hendrik Silitonga, CITD

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 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.

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

ABOUT INSTRUCTOR



Ir. Hendrik Silitonga, CITD
Senior HR Trainer and Coach
Instructor's License of Dale Carnegie

WORKING EXPERIENCED

PT BerechtanIndotama	: Asisten Perencana	(1985-1987)
PT PrajayadiTrimuda	: Manager Perencanaan	(1987-1990)
PT Dasindo Media	: Managing Direct Sales, Marketing.	(1990-1993)
Bank Bali	: General Manager	(1993-2001)
PT Bima Nusa	: Senior Konsultan Perencanaandan Pengembangan	(2008-2010)
PT RancangDinamikaPotensia	: Chief Executive	(2002-now)
PT. Loka Datamas Indah (LDI Training)	: Senior Tainer	(2002 – now)

KOMPETENSI :

- LEADERRSHIP SKILL
- MANAGERIAL SKILL
- AS CONSULTANT
- AS COACH
- AS TRAINER
- AS ADVISOR

TRAINER OF PROGRAM :

- Assertiveness VS Aggressive
- Building Character Ethic
- Change Management
- Continues Improvement
- Corporate Culture
- Creative Problem Solving
- Creative Thinking And Decision Making
- Delivering Service Excellent
- Dynamic Interpersonal & Communication Skills.
- Effective Speaking and Confidence Building.
- Effective Working Habits
- How to Make Interesting Presentation
- Leadership
- Managing Conflict at Work
- Negotiation to Win-win
- Project Management
- Supervisory Skills
- Team Building
- The art of Delegation, Coaching & Counseling Skills
- Time Management

Leadership Training 2

Training Confirmation

LDI Training will provide a Confirmation Letter after we receive registration according to the required quota (Minimum 5 Persons).

This course is presented by LDITraining.

For information about LDI Training please visit www.lditraining.com
If you have any question about our courses, please email your enquiry to lditrain@indo.net.id or contact to: 021- 6326911 / 0811 812857

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