



SKILLS DEVELOPMENT SERIES

DEALING WITH DIFFICULT PEOPLE, PERSONALITIES & SITUATIONS

2-Day Training Workshop

Difficult people and situations are inevitable parts of our personal and professional lives. Often it is not the subject matter that makes these situations difficult but the personalities, motives and underlying feelings of the people involved. It is critical to the success of you and your organisation to learn how to deal with these people and situations.

Most people get emotional when they encounter difficult people, situations and conflicts, or try to avoid them altogether. These natural responses do not serve us well and could add fuel to the fire. By understanding the nature of conflict, the dynamics of personalities, and some simple yet specific strategies for handling difficult people and situations, you can turn these challenges to your advantage.

In this intensive, two-day workshop, participants will learn how to manage conflict in the workplace and in their personal lives. They will learn to recognise different types of difficult people and situations, and different approaches to handle conflict. Most importantly, participants will learn skills for handling difficult people and situations while maintaining and improving relationships.

14th (Mon) & 15th (Tue)
October 2019

Holiday Inn Singapore
Orchard City Centre

Learn valuable skills in

People & Situation Management



with

Mr David Goldwich

- An engaging and award-winning speaker, who holds MBA and JD degrees, and specialises in the area of persuasive communications
- Began lecturing and training in 1995 and has taught at the tertiary level in the USA and in Singapore
- He practiced law in the United States for more than ten years and is a trained mediator

... read more on David on the following page!

“Great trainer who makes things relevant. Activities, practices helped to make learning authentic and relevant. I am persuaded that this is definitely a course to be recommended.”

Developed and
organised by:



**MAXIMUS
CONNECTIONS**
empowering people with knowledge

Bonus Gift!

Free special edition
**Logitech Wireless
Mouse** (with advanced
tracking and nano receiver!)
for each participant for
group registrations of three
and above only.





OUR EXECUTIVE TRAINER

Mr David Goldwich

David is a “reformed” lawyer who is committed to helping people get what they want by teaching them how to play the negotiation game and be assertive, compelling, persuasive communicators.

David has MBA and JD degrees from accredited and respected bricks-and-mortar universities. He practiced law in the United States for more than ten years, arguing before judges and political, government, and community bodies. He knows how to persuade the toughest audiences. David is trained as a mediator and has managed small businesses as well.

Recognising that lawyers perpetuate rather than solve problems, David began lecturing and training in 1995. He has taught at the tertiary level in the USA and in Singapore. As a trainer, David applies the “80/20 Rule” by identifying the few critical tools necessary for the greatest improvement and presenting them in a form that is easy to learn and simple to use. An engaging and award-winning speaker, David uses humor and stories culled from his own experience as a lawyer, businessman, and father to help people reach breakthrough changes in their personal and professional lives. He is the author of three books and numerous articles in his field of expertise.

HEAR WHAT PAST PARTICIPANTS HAVE TO SAY ABOUT THE TRAINER

“The Trainer was very engaging. The techniques shared during this course will be useful when I’m preparing for my future presentations.”

JESSLYN TAN, SPRING SINGAPORE

“David is clear in his objectives and explanations. I thoroughly enjoyed his training and found it very useful for my future presentations.”

RAMLAH JOHAR, CITIBANK

“It is not like an ordinary presentation skills workshop that focus on contents and framework. It is about overall elements contributing to a successful presentation. It is a good takeaway.”

HELENA SUSANTO, KEY ACCOUNT MANAGER, DB SCHENKER

“David is very clear in conveying his ideas. I am able to understand him and benefit from the course. David is definitely one of the best trainers around. I am very impressed.”

LEE, PROJECT ENGINEER

It's refreshing and it's important to recognize that an effective presentation calls for a lot of elements of persuasion. Good to know the tips and tricks. ... It was easy to understand.” – Lee

POH SUAN, GENERAL MANAGER, FINANCE, DB SCHENKER

“I found David to be extremely confident, patient, and knowledgeable. I learned many things from this course which will be useful for me in my everyday dealings.”

VIJAY, QUALITY PROFESSIONAL

“Great trainer who makes things relevant. Activities, practices helped to make learning authentic and relevant. I am persuaded that this is definitely a course to be recommended.”

BEE TZE, ASSOCIATE PSYCHOLOGIST, MOE

HOW WILL THIS COURSE BENEFIT YOU?

BY ATTENDING THIS TRAINING WORKSHOP, YOU WILL:

- **Identify** the nature of conflict
- **Recognise** the five approaches to conflict and identify your approach
- **Understand** the critical role of emotion when dealing with difficult people and situations, and how to defuse it
- **Learn** how to talk to subordinates, peers, superiors and clients
- **Discover** the four social styles and how to communicate with each
- **Master** ten ways to say “No” without causing offense
- **Distinguish** three types of difficult people and how to deal with each type
- **Study** strategies for dealing with other types of difficult and annoying people

WHO SHOULD ATTEND

THIS WORKSHOP IS A MUST FOR ALL SUPERVISORS AND MANAGERS. IT IS ALSO USEFUL FOR ORGANISATION STAFF HANDLING PEOPLE RELATIONS INCLUDING BUSINESS DEVELOPMENT EXECUTIVES, SALES PROFESSIONALS, CUSTOMER SERVICE AND ADMINISTRATIVE STAFF.

PROGRAMME OUTLINE

Day One

Registration & Light Breakfast (8.30am-9.00am)
Coffee Break (10.30am-10.45am)
Lunch Break (12.30pm-1.30pm)
Coffee Break (3.30pm-3.45pm)

Day Two

Light Breakfast & Start of Day Two (8.45am)
Coffee Break (10.30am-10.45am)
Lunch Break (12.30pm-1.30pm)
Coffee Break (3.30pm-3.45pm)

Ends at 5pm each day.

INTRODUCTION

- ✚ What is conflict?
- ✚ Principles of conflict resolution
- ✚ The five approaches to conflict
- ✚ Your approach to conflict

UNDERSTANDING CONFLICT

- ✚ Understanding Conflict
- ✚ The Conflict Triangle: Victims, persecutors, and rescuers
- ✚ Creating win-win outcomes: positions vs. interests
- ✚ An eight step template for managing conflict

HANDLING DIFFICULT SITUATIONS: SEPARATING PEOPLE FROM THE PROBLEM

- ✚ Emotions in the workplace
- ✚ The language of emotion
- ✚ How to talk to subordinates, peers, superiors and clients
- ✚ The pointed why?
- ✚ Conducting difficult conversations
- ✚ Effective listening techniques
- ✚ The power of nonverbal communication
- ✚ Ten ways to say “No”

DEALING WITH DIFFICULT PERSONALITIES AND STYLES

- ✚ The Four Social Styles
 - Recognising the four styles
 - Working with the four styles
- ✚ Building rapport

DEALING WITH DIFFICULT PEOPLE

- ✚ The three main types of difficult people and how to handle them
 - Situationally difficult
 - Strategically difficult
 - Intrinsically difficult
- ✚ Some other types of difficult people – and the merely annoying

Workshop Methodology

Presentation/discussion, Interactive sessions, Case studies, Role plays, Individual exercises, Group activities, Videos

REGISTRATION CONTRACT

Please complete this form immediately and fax to
(65) 6234 2106 or scan and e-mail it to
register@maximusconnections.com

A. Delegate's details

1) Name: _____
Position: _____
Email: _____

2) Name: _____
Position: _____
Email: _____

3) Name: _____
Position: _____
Email: _____

Organisation: _____

Address 1: _____

Address 2: _____

Country: _____ Postcode: _____

Nature of Business: _____

Tel: _____ Fax: _____

B. The Invoice should be directed to (Dept)

Name: _____

Dept: _____

Tel: _____

E-mail: _____

C. Authorising Officer's details

Name: _____

Title: _____

Tel: _____

Signature: _____ Date: _____

This booking is invalid without an authorised signature.

2-Day Workshop Fee:

- S\$ 948 nett** per delegate
(Early Bird Rate, by 2nd September 2019)
- S\$ 1,048 nett** per delegate
(for registrations after 2nd September 2019)
- Group Registration** (three and above in one application):
each participant entitled to a Logitech Wireless Mouse

[Fee includes documentation, refreshment, lunch & all relevant taxes (we do not charge GST)]

A certificate of recognition will be given upon course completion.

TERMS & METHOD OF PAYMENT

An official invoice will be sent to you after receiving the registration contract. Placement is only confirmed when full payment is received within **twenty-one (21) days** from invoice date. We reserve the right to impose late payment charges. For late registrations, payment must be received prior to the course date.

- 1) Cheque :** Made payable to
Maximus Connections
Send it to:
Maximus Connections (Payment 1026),
9 Bishan Street 15 #31-18 Singapore 573909
- 2) Bank :** DBS Bank, Singapore
Current Account Number: **070-900872-0**
(Quoting your Company Name and "P1026" as reference)

CANCELLATIONS & SUBSTITUTIONS

All cancellations of registration must be notified in writing. If cancellation by 23rd September 2019, you will be entitled to a 50% refund. Regrettably, no refund will be given for cancellation after 23rd September 2019. However, a complete set of documentation will be sent to you. Substitutions are welcomed at any time before 7th October 2019 with formal notification in writing.

NOTE

It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participants of the change. Maximus Connections will not be held liable for any costs arising from this change.

HOTEL ACCOMMODATION

Accommodation is not included in the fees. If you need accommodation at the workshop venue, kindly contact Holiday Inn Singapore Orchard City Centre, 11 Cavenagh Road, Singapore 229616, Tel (65) 6733 8333. Or visit www.holidayinn.com/sin-orchard

REGISTER NOW

Contact **Mr Ryan Loh**
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Email: register@maximusconnections.com
www.maximusconnections.com (Regn No: 53113082K)