

Dealing with Difficult People and Negative Situations

- ½ day program

10 November 2010 (1:00 to 5:00 pm) – Sydney

“We often cannot stand people who we cannot understand.”

Difficult people are everywhere – among our staff, our clients, our senior management, friends, acquaintances, people in the street, and even our own family! Why is it that some people are so difficult to get along with? Wouldn't you like a failsafe way to diffuse difficult situations and achieve the outcome you desire?

This program helps you to identify the different types of people you work with, and then shows you how to **communicate effectively** with them to get the cooperation and results you need, even with the truly difficult ones.

½ day program content includes:

- What's The Matter With People Anyway?
- The Nice, The Difficult, and The Wimp
- Listen up!
- How To Identify And Relate To Different Behavioral Styles
- Keep Your Cool Under Pressure
- Honest Confrontation
- Dealing With Angry, Upset People
- De-Stress In 60 Seconds
- Is It Possible That I'm The Difficult Person?
- Ready, Set, Go! Action Plan

By the end of this ½ day program you will gain:

- Recognise which behaviours are simply 'different' to our own, and which are truly 'difficult'
- Confront people assertively and calmly
- Discuss problems without causing defensive reactions
- Get the co-operation and results you need without damaging the relationship
- Control your anger and stress levels
- And much more!



Jan Burnes, is Internationally renowned for her expertise in Conflict Resolution. Her energy, enthusiasm and humour, combined with her practical strategies and tips make her a top-rated trainer. She has hands-on, real life experience having owned and managed 3 major companies in three different countries, one employing over 1,000 people. She has an MBA majoring in Business Communications and was a recent winner of the Telstra Business Woman of The Year Award.



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SYDNEY PROGRAM

Wednesday, 10th November 2010 (1:00 – 5:00 pm)

VENUE:

Saxons Training Facilities
Level 10, 10 Barrack Street, Sydney, 2000
[Download Saxons Venue map](#)

MELBOURNE PROGRAM

VENUE:

Saxons Training Facilities
Level 8, 500 Collins Street, Melbourne, 3000
[Download Saxons Venue map](#)

Registrations are from 12.30pm. Program starts at 1.00pm and finishes at 5.00 pm

Registration Fee for Handling Difficult People and Situations:

\$395.00
Includes 10% GST, participant workbooks and handouts

Registration Fee for Handling Difficult People and Situations and Assertiveness at Work:

\$590.00
Includes 10% GST, participant workbooks and handouts

Discounts

For 3 or more delegates from the same organisation, a discount of \$50.00 per person applies.

Cancellations

- Full refund if notice is received two weeks prior to workshop
- 50% refund if cancellation received at least one week prior to workshop

Changes to Program

E&S reserves the right to alter the content, date or venue if necessary. Every effort will be made to communicate with participants immediately.

In-house Programs

This program can be tailored for your own organisation's needs

For more information, please contact Julie Ankers on (02) 9267-5220, or Email: info@espeak.com.au

REGISTRATION / TAX INVOICE

(Please keep a copy for your records)

Name: _____

Position: _____

Company: _____

Address: _____

Phone: _____

Mobile: _____

E-mail: _____

Attendees' Names:

Total payment \$ _____ for _____ attendees via:

DIRECT DEPOSIT BSB: 032-016

Acc No:377845

CHEQUE Payable to E&S Training & Development

Visa MasterCard Bankcard AMEX
 Diners Club

Card No. : _____

Expiry Date: ____/____/____

Cardholder's Name: _____

Signature: _____

Fax, post or email with payment to:

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