

DEALING WITH DIFFICULT PEOPLE AT WORK WORKSHOP

ATCEN SM

Free access to ATCEN e-learning solution on
Anger Management (T&C applies)

Date : 12th – 13th March 2018
Venue : Vistana Hotel, Kuala Lumpur

Workshop Description

In any organization, it is common that there would be a certain individuals or group who would be challenging to deal with. This poses a challenge to most people as there are only two ways most people deal with this predicament – ignore them or fight head on. Both ways, the situation is never pleasant and more often than not it leaves one or both parties unhappy.

This is particularly true when the situation becomes hostile and when strong feelings become involved. Resolving such situations can be mentally and physically exhausting and emotionally draining. Some people prefer to avoid it all together and sweep all these under the carpet.

This 2-day workshop introduces you to skills needed to manage yourself and the “difficult person” better.

Workshop Learning Objectives

- Understand conflict its relation with professionalism
- Understand one’s behaviour personality
- Demonstrate professionalism when interacting with staff and peers
- Enhance self-confidence in challenging situations
- Differentiate assertive and aggressive behaviour
- Appreciate the benefits of being assertive;
- Apply assertiveness skills in ‘real-life’ situations;
- Learn techniques to handle various difficult individuals

Who Should Attend?

- Executives
- Managers

Workshop Chronology

0830	Registration
0900	Workshop Begin
1030 – 1045	Morning Refreshment
1300 – 1400	Lunch
1530 – 1545	Afternoon Refreshment
1700	End of Workshop

Chronology applies for Day 1 and Day 2.

Facilitated & Marketed by:

ATCEN SM

This training is **PSMB claimable**
Subject to PSMB approval

Dealing with Difficult People at Work Workshop

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Module Outline

Module 1: Difficult People – Who are they?

- 5 Most Common Difficult People We Meet At Work
- Conflict In The Workplace, Where It Starts
- The Need To Practice Professionalism At Work- The Roles

Activity: Conflict at Work- What Happens?

Module 2: Difficult People and Me

- Our Belief System And How We Behave
- How We View Ourselves And Conflict
- Re-modeling Our Belief And Changing Our View Of Conflict

Exercise: Belief Re-Modeling

Module 3: Managing Our Self And Others

- Examining Our Personality Profile And That Of Others
- Understand The Strength And Weakness Of Your Personality
- Assertive, Aggressive And Submissive Behaviours

Activity: Adopting Assertive Body Language and Others

Module 4: Conflict Management

- Conflict In The Work Place – Cause And Consequence
- Handling Conflict, Confrontation And Aggression

Module 5: Assertive and Influencing Techniques

- The 3 Steps To Assertive Behaviour
- Saying 'No' To Unreasonable/Unrealistic Demands
- Telling Others What You Want - Asking For Things
- Expressing Opinions Effectively – Getting People To Listen

Exercise: The Win-Win Focus

Module 6: Confronting Others

- To Confront Or Not To Confront
- Things We Must Be Certain Before A Confrontation
- The Steps And Plan To Confront
- Confrontation For Disciplinary Issues

Activity: Role Plays on Confrontation

Program Facilitator

Jayanth Kumar (Jay)

Jay advocates that an “*unexamined life, is a life not worth living*”– Socrates. Hailing from a state famous for its food, Jay picked up Hokkien while growing up, apart from other languages he speaks. He is a sought after consultant and trainer in Customer Experience, leadership Management, Communication and Organizational Culture Development programs. Jay has innate drives to coach and develop human capital globally to achieve their highest potential through competency based training and behavioral development. Hence, he has consulted and trained various industry players throughout Malaysia and Singapore in quality performance management, customer advocacy management, customer quality management, managerial and leadership skills, customer service skills, communication skills and various soft-skill programs.

Jay is qualified with a Diploma in Computer Studies and Business from the National Center of Computers (NCC) from the United Kingdom and attained a Bachelor of Science in Psychology and Communication from Upper Iowa University in the United States. He was a leader in various fraternities and organizations while working with the university as well. He is a certified professional trainer under ARTDO International and is currently pursuing his Masters in Organizational Psychology.

Jay has 18 years of work experience in various industries throughout Malaysia, he strongly believes that developing human capital in the area of service is the key fundamental aspect of any successful business and that service itself needs to grow towards the higher expectations and consumer experience in current competitive industries. He started out his career in the service industry, managing reputable restaurants in Penang. He was in hotel management when he first came to KL, and later joined a contact centre of a multinational company for 8 years that provides IT solutions for corporate and consumer customers globally. Jay has develop various competency framework management and training development program in customer service, customer experience and performance leadership management in which Jay has his niche in. Having experience being in operations, management and consultation, he is able to relate to current people development issues and challenges faced by the many organizations. In addition to that, Jay also has a few years of experience in sales and marketing, advertising, public relations consultation and as a Training Manager for a facilities management company.

Within his years of experience, he has successfully executed different ad-hoc projects, such as developing high service standards for service industries, quality process improvements, human resource management, recruitment management, talent development framework, mystery shopping, producing and conducting major corporate events and team-buildings for reputable companies, making him versatile, adaptable and experienced in delivering quality training for his clients. Jay has helped trained in-house specialized industries, reputable multi-national, government-linked and local companies such as F-Secure Corporation, IBM, HILTI Asia, Hewlett-Packard, Celcom Axiata, Telekom Malaysia, POS Malaysia, VADS, Singtel, OPTUS (Australia), ASTRO, DHL, Kraiburg TPE, A&H Meyer, DRB-HICOM, Penang Skills and Development Centre (PSDC), SP Setia, Tropicana Corporation, CITY Facilities Management, SPR Energy (Sabah), Big Dutchman, Jotun Malaysia, GBA Corporation, SNE Marketing, IPG Mediabrands, AXA Assistance IPA (Singapore), Tenaga Nasional Berhad, Jabatan Bekalan Air Malaysia, Institut Jantung Negara, Ministry of Health Malaysia, Syarikat Suruhanjaya Malaysia, Khazanah Nasional, Malaysia Airports Holdings Berhad, B Braun, Watson's Malaysia, Tesco Malaysia, Johnson & Johnson, Mydin Stores, Stemlife Malaysia, Danone Dumex, Seri Pacific Hotel, PNB Darby Park Suites, Meliã Kuala Lumpur Hotel, Eastern & Oriental Hotel, Lone Pine Hotel, MiCasa All Suite Hotel, MyClear, SWIFT, AKPK, Standard Chartered Bank, Hong Leong Bank, Am Bank, United Overseas Bank, Bank Rakyat, Bank Islam, SME Bank, Kenanga Investment Bank, Merchantrade and lots more.

Jay's conviction in training is when skills and knowledge that are planted and cultivated with new learning experiences can never return to old measured expectations.

CLIENTELE

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Aims Data Centre Sdn Bhd
Airfoil Services Sdn Bhd
Ajinomoto (M) Bhd
Alcan Packaging Malaysia
Alcatel-Lucent Malaysia Sdn Bhd
Alliance Banking Group
Allianz Life Insurance Malaysia Berhad
ALSTOM Asia Pacific Sdn Bhd
Amanah Raya Berhad
AmBank (Malaysia) Berhad
AmG Insurance Bhd
AmLife Insurance Berhad
Amway (M) Sdn Bhd
Arachem Tech Training Centre
Autoliv Hirotako SRS Sdn Bhd
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Dialog Telekom Limited
Diethelm (M) Sdn Bhd
DiGi Telecommunications Sdn Bhd
Dumex (M) Sdn Bhd
East of Suez Holdings Sdn Bhd
ECM Libra Investment Bank Berhad
ECS Pericomp Sdn Bhd
Edaran Tan Chong Motor Sdn Bhd
e-Genting Sdn Bhd
Entellium Technologies Sdn Bhd
EON Bank Berhad
EPF Social Security Training Institute (ESSET)
EPIC-I Sdn Bhd
EPS Computer Systems Sdn Bhd
Ericsson Malaysia
Etiqa Insurance Bhd
Etiqa Takaful Bhd
Euratech (Malaysia) Sdn Bhd
Formis Software Dynamics Sdn Bhd
Fresenius Medical Care Malaysia Sdn Bhd
Frontline Technologies Malaysia Sdn Bhd
FSBM Mantissa (M) Sdn Bhd
Fuji Xerox Asia Pacific Pte. Ltd
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Multimedia College
N2N Connect Berhad
NCH Corporation (M) Sdn Bhd
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Netstar Advanced Systems Sdn Bhd
OCBC Bank (M) Bhd
OMD (M) Sdn Bhd
Optimal Chemicals (M) Sdn Bhd
Oracle Corporation (M) Sdn Bhd
P&O Global Technologies Sdn Bhd
PanGlobal Insurance Berhad
Paradigm Systems Berhad
Pembangunan Sumber Manusia Berhad
Perbadanan Bekalan Air Pulau Pinang
Permec Corporation Berhad
Pharmaniaga Logistics Sdn Bhd
Plus Expressways Berhad
Power Innovations Sdn Bhd
Premier Lubricants (M) Sdn Bhd
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Proton Edar Sdn Bhd
Prudential Services Asia Sdn Bhd
Rangkaian Segar Sdn Bhd
REDtone Telecommunications Sdn Bhd
Rentwise Sdn Bhd
RHB Bank Berhad
Ricoh (Malaysia) Sdn Bhd
Rohas-Euco Industries Bhd
SAINS Sdn Bhd
Samsung Malaysia Electronics (M) Sdn Bhd
Sapura Research Sdn Bhd
Sarawak Information Systems Sdn Bhd
SCAN Associates Berhad
Scope International (M) Sdn Bhd
Shangri-La Hotels Marketing Sdn Bhd
Shell IT International Sdn Bhd
Shell Malaysia Trading Sdn Bhd
Signature Manufacturing Sdn Bhd
Skynet Worldwide (M) Sdn Bhd
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Sony BMG Music Entertainment
Southern Bank Berhad
Standard Chartered Bank
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