



ACADEMY

In Association with Leading  
Universities

# **Empowering Difficult People – Improve Work Performance**

**(2 days)**

Confrontational situations and working with difficult people at work can cause misery, affect performance, and in the worst cases, result in people leaving the organization. It is therefore important that difficult situations and people are handled delicately and positively

This is a 1 day workshop designed to help course participants to understand why people behave in a difficult manner and practical guidance, skill and confidence to effectively deal with disruptive situations and diffusing the potential for conflict at work so as to enhance their organizational productivity.

## **COURSE BENEFITS**

- Understanding the reasons for difficult behavior and the affect it has on others
- Recognizing how your own behavior can influence and affect others
- Developing measures to deal with difficult situations, conflict and difficult people
- Becoming a skilled and effective communicator and influencing the behavior of others
- Neutralizing manipulative people with positive and constructive messages

## **COURSE CONTENTS**

### **Self Awareness**

- Understanding yourself and your own personal communication style
- Building self-awareness, self-esteem, self-respect, self-confidence and self-motivation

### **Models for Understanding Human Behaviour**

- Introduction to human behaviour
- Applying the Johari Window
- Motivational theory and how to apply it

### **Best Practice Communication**

- The principles of effective communication
- Understanding why communication fails
- Improving your listening skills

### **Meeting Communication Challenges**

- Respecting other peoples' personal styles and feelings
- Managing and communicating effectively with difficult people
- Handling emotional stress, frustration and anger
- Communicating assertively

### **Who should attend**

Managers, Executives, Supervisors and entrepreneurs who need to understand why people become difficult and to enhance their knowledge in psychology so as to enable them to motivate and empower people to change for enhanced work performance.

### **Methodology**

This is a practical-oriented workshop using short lectures, group dynamics and experiential exercises focusing on learning in moments of enjoyment. This workshop will be conducted by a practicing therapist sharing her latest clinical, evidence-based knowledge used in treatment.

**Course Facilitator**

Dr Zaitun Sulaiman (PhD Psychology)

Practising Psychotherapist & Reg. Clinical Hypnotherapist (GHSC 2890)

**Course Fee:** RM8500.00 (Group of 20 – 25 participants)

**For further information please fill up the inquiry form or contact us at 03-42700107 or email: [zaitun@ctawellness.com](mailto:zaitun@ctawellness.com)**