



Dealing with Conflict

Working Through Differences

Conflict exist in all areas of our lives. Demanding bosses, irritable colleagues, angry customers, emotional subordinates know-it-alls, bullies, complainers. I'm sure you recognise some of these people and conflict situations – they are the people you work with, sell to, buy from, depend on, and live with! When conflict arises, it makes you feel frustrated and drained.

In this experiential workshop, Ricky will help you understand these challenging, hard-to-handle situations, so that you can get colleagues to co-operate, bullies to back off, and complainers to quiet down. You will learn positive skills and strategies to handle conflict situations effectively, so that you improve relationships and achieve the best possible results. In doing so, you will be able to reduce stress, work with more confidence and ultimately enjoy your work and life much more.

Don't miss this opportunity to learn how you can successfully deal with conflict so that both parties benefit from a positive outcome. You will see how you can ultimately improve relationships and make the situation happier and more productive for everyone.

An interactive one-day workshop with Ricky Lien, specialist in conflict resolution, communication and emotional intelligence



Who should attend?

This workshop is for you if you work on the front line, in reception, sales, customer service, executives, managers and other office professionals, secretaries, executive assistants, support and supervisory staff. In short, it's for anyone who needs to manage conflict situations.

Workshop methods

Ricky creates a friendly environment that promotes interactive discussion. You will be encouraged to share experiences, participate in group discussions and role-play some of the techniques learned. You will take away a comprehensive workbook packed with tips, tools and guidelines that you will turn to time and time again to recall key points and address specific problems.

Workshop Objectives

- Analyse your own and other's behavioural styles
- Recognise the triggers that spark off conflict situations.
- Identify the key elements of calming behaviour, and learn when and how to apply them.
- Resolve conflict and manage anger by using effective listening skills.
- Use essential strategies to deal with and respond to criticism.
- Learn magic words and phrases that will pacify difficult people.
- Say 'no' by saying 'yes' in the right contexts to achieve win-win.
- Deal confidently with complaints on the telephone and in person.
- Know how to handle authority when people fly off the handle.
- Manage sarcasm and put-downs using assertive behaviour.

Workshop Dates:

15 July 2009

16 September 2009

11 November 2009

Time: **9:00am - 5:00pm**

*Venue: **Concorde Hotel,
100 Orchard Road**

Investment: **S\$425**

Includes refreshment breaks,
buffet lunch, and
comprehensive workbook.

**We reserve the right to change the venue subject to requirements.*

Workshop Highlights

Understanding behavioural styles and why it is important

- Analysing your own and others' behavioural styles using a DISC profile
- The 4 major styles and why some people can be difficult
- When and under what circumstances are people difficult?
- How to work with and positively influence the behaviour of the other party when conflict arises

Triggers that provoke difficult behaviour

- Analysing the most common triggers that cause aggressive and negative attitudes
- Proven techniques you can use to counteract these triggers
- How to calm situations down using active listening

Aggressive, passive and assertive behaviour

- How people's perception of environment affects their behaviour
- From aggressive to passive: How to balance extremes of behaviour
- How to act more assertively to gain control of situations
- How to recognise and deal with manipulative behaviour
- Choosing the right behaviour to influence positive outcomes

Handling conflict

- Reasons why disagreements and conflicts develop
- Handling different types of behaviour that cause conflict
- Using effective listening skills to defuse conflict and heated situations
- How to manage sarcasm and put-downs
- Helping others get what they want to avoid generating negative energy

Communicating effectively

- It's not what you say, it's how you say it
- What is the intent behind our intent when communicating?
- Getting from 'no' to 'yes' for a win-win
- How words can kill any relationship, and what words to avoid

About Ricky Lien

Ricky hails from Sydney, and he specialises in coaching the skills of leadership, conflict resolution, influencing, sales, motivation and emotional intelligence. He has worked with many national and multi-national corporations in Australia and SE Asia. Ricky is a passionate and energetic trainer who makes his workshops practical, encouraging, engaging.



“Ricky's approach to the training was creative, professional and dynamic. His high impact delivery plus its content and structure, added value to the already high skills standard of our trainers. We are delighted to have Ricky as our trainer cum facilitator”.

David Kwok
Senior Manager, Learning & Development
Singtel Customer Service Group
Singapore Telecommunications Group Ltd

Website: www.mindsetmedia.com.sg Email: michelle@mindsetmedia.com.sg Telephone: +65 6233 6866 Fax: +65 6722 0708

REGISTRATION FORM

YES, I/We would like to attend **Dealing with Conflict** on _____ (Date)

Name of Participant:

Job Title:

Email:

1. _____
2. _____
3. _____

Approving Manager

Name: _____ Email: _____

Company: _____ Designation: _____

Company Address: _____

Telephone: _____ Fax: _____

PAYMENT

CHEQUE OR BANK DRAFT
Please make your crossed cheque or bank draft payable to Mindset Media and mail to:
Mindset Media
30 Raffles Place
#23-00 Chevron House
Singapore 048622

BANK TRANSFER
Please quote reference Mindset Media and your organisation's name in payment instructions:

Account Name: Mindset Media
Account Number: 027-900996-9
Bank: Development Bank of Singapore (DBS)
Branch Code: 7171 027

Fee: S\$425 (per participant) to be paid two weeks before the start of the workshop

Fax the completed form to: +65 6722 0708