



Handling Difficult People Effectively Workshop

Registration Form

About the Workshop

Difficult people and situations are part and parcel of our lives. However, avoiding difficult customers at work isn't an option. This workshop is designed to help you gain insights into the psychology of difficult people, understand the positive intent behind their difficult behaviours, learn effective neuro-linguistic programming techniques to build trust and rapport, practice assertive communication to put your viewpoints across effectively, and acquire effective techniques to handle four types of difficult people.

Key Topics

- Understand different types of difficult behaviours and how to handle them
- Build trust & rapport using effective NLP techniques
- Convey your viewpoints using assertive communication techniques
- Apply effective language patterns to communicate effectively
- Effective strategies/techniques to handle difficult people to achieve win-win outcomes

The Speaker – Mr Koh Thong Joo

Koh Thong Koo is a business practitioner with more than 23 years of industry experience working in MNCs, stat boards, SMEs, public-listed companies and corporate training. During his career, he has spearheaded various portfolios, including sales & marketing, business development, strategic planning and corporate training. Thong Joo specialises in providing training in the area of sales, managerial and leadership skills, applied psychology, presentation skills, creative problem-solving and service excellence.

Who Should Attend Anyone who has to deal with difficult people or difficult issues. HR professionals, team leaders, line managers, retail personnel, customer service representatives, front-line staff, consultants and people who negotiate will all benefit from this workshop

Date: 25 June 2019, Tuesday	Course Fees: \$398 per participant (Includes Handouts, Lunch & Refreshments)
Time: 9.00am to 5.00pm (Registration starts at 8.45am)	To register: Post, email or fax your registration forms to us.
Workshop Venue: Carlton Hotel Singapore 76 Bras Basah Road Singapore 189558	420 North Bridge Road, #05-08 North Bridge Centre, S(188727) Tel: 6333 0305 Fax: 6333 1225 Email: info@kccademy.com.sg Website: www.kccademy.com.sg Payment Details: Please make cheque payable to "KC Academy Pte Ltd"

Participant 1:

Participant 2:

Contact Person:
(If different from above)

Company Name:

Company Address:

ROC No: Tel: Fax:

Upon receipt of registration, any cancellation must be confirmed in writing, and will be subject to a 10% administrative charge. If notice of cancellation is received less than 5 working days before the course date, or if participant fails to show, participants will be invoiced for the full fee. However, substitutes will be allowed. KC Academy Pte Ltd reserves the right to cancel/postpone the event or change the venue/date/time of the workshop in view of unforeseen circumstances.