Brisbane: Wednesday, 27 June 2018

Dealing with Difficult Internal & External Customers

A: 9.00am – 12noon

Internal customers can be difficult.
External customers can be difficult.

The tools to deal with difficult people have vastly improved in the past couple of years. If you'd like to manage difficult people more effectively, this course is perfect. This course will also give you some psychological insights into why people are perceived as "difficult".

KEY LEARNING OUTCOMES — PARTICIPANTS WILL BE ABLE TO:

- Learn a proven method of dealing with difficult internal and/or external people.
- Discover proven ways to build sustainable relationships with "difficult" internal and external people
- Assess the role of different expectations and values
- Discover how to build rapport even when it seems impossible
- Question your assumptions and unconscious biases
- Discover proven solutions to remove conflict
- Learn to respond rather than react
- Apply a behavioural model to remove conflict in its infancy
- Reframe challenging situations using "I" statements

Change Management

B: 12.30pm – 3.15pm

If you don't have the fundamentals in place then your change endeavours keep hitting hurdles.

You'll end up dragging your people (reluctantly) through the change. This niche short course will help navigate your organisation through the turbulence of change.

KEY LEARNING OUTCOMES — PARTICIPANTS WILL BE ABLE TO:

- Anticipate behavioural and emotional reactions to change from staff
- Build an integrated change leadership methodology
- Discuss the similarities and difference between leading change and managing change
- Modify your vocabulary and avoid negative thinking
- Discuss ways to fence off key employees who might get headhunted
- Analyse the delivery of transformational change success stories
- Review the Scott and Jaffe change model
- Represent the need for the continuity of change to deliver better community outcomes

Email this registration form to mail@preftrain.com.au :

Name: _____ Position: _____

Company: _____

Address: _____

Phone: _____ Fax: _____ Email: _____

Pay by credit card: Visa ☐ Mastercard ☐ Card holder Name: _____

Card Number: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ Card Expiry ☐☐/☐☐

Signature _____ or Direct Deposit to BSB 063 270 Acct No. 10072387

☐ Invoice Our Company _____

BRISBANE Wed 27 June 2018 Saxons, Level 11, 300 Adelaide Street Brisbane ☐ Difficult Internal & External Customers $360 ex GST ☐ Change Management $360 ex GST
Total No of seats _____

Total for Training Programs: $ _____ + GST

PREFERRED TRAINING NETWORKS