One-Day Workshop
"DEALING WITH DIFFICULT PEOPLE"
25th October 2011

Workshop Leader
Ms. Roberta Cava


If so - this workshop is for you!

Do you have to deal with irate, rude, impatient, emotional, persistent, sarcastic or aggressive people?
How about nasty customers?
Have a difficult, demanding boss?
Work with upset, irritable, uncooperative colleagues?

At one time or another, everyone has to deal with irate, rude, impatient, persistent or aggressive people. Participants will learn the importance to their company of fast, friendly and efficient handling of customers and clients, both on the telephone and in person. This workshop outlines useful techniques that will help anyone, especially front-line staff to “keep their cool under fire” in a wide variety of situations.

Who Should Attend
This one-day workshop is geared to people who work on the front lines, representing their organisations. An ideal course for anyone involved in sales, front desk, complaints, receptionists and secretaries. This is Roberta Cava’s most popular workshop internationally which has been presented to over 50,000 participants in Australia, New Zealand, Canada, USA, Great Britain, South Africa, Germany, United Arab Emirates, Malaysia, Indonesia, Thailand, The Philippines and Singapore.

Specific Objectives / Topics Covered
At the end of the workshop, by examining presented information, through discussions, group activities and role-plays, you will be able to learn:

- The 3 effective ways of controlling your own moods
- How not to let others decide what kind of day you have
- How to handle a day where “everything” goes wrong
- How to impose "Rules and Regulations"
- How to say "NO" without feeling guilty
- The best technique to use to “Keep Your Cool” when a customer blames you for something you didn’t do
- The main cause of customer frustration and anger and how this may be alleviated
- The difference between constructive and destructive criticism
- The 6 steps on how to handle criticism
- How to handle unfair, unwarranted or manipulative criticism
- Effective ways to manage and deal with:
  - the feelings of angry or upset people
  - angry customers / clients
  - whiners, complainers, bellyachers and negative thinkers
  - difficult co-workers or bosses
  - sarcastic people
  - persistent sales people
  - someone using foul language in the workplace or on the phone
  - people giving you the “silent treatment”
- The common telephone and face-to-face problems faced in your daily life
- The kind of behaviour sarcastic people portray
- The 3 basic sensory communication styles
- The 4 different basic kinds of people, and how you could work more harmoniously with them
- The differences between passive, passive resistance, assertive, indirect aggressive, aggressive and passive/aggressive behaviour and the effects these behaviours have on others
- The specific steps to take to reduce your own frustration and anger levels
- The importance of non-verbal communication or body language
- How to create your own “Territory” as it relates to body language
Testimonials from Past Participants

“Roberta is good and I enjoyed her course. I am looking forward to reading her book to help me deal with difficult people.”

“I have always been afraid of handling demanding customers over the phone. However, I now have more confidence to try out the suggested actions to be taken when I am in such a situation.”

“Roberta has expertly explained the various techniques to us to solve difficult situations.”

“Roberta’s workshop provided solutions when dealing with difficult people. There are many practical demonstrations which are suitable for implementation at workplace.”

“Useful techniques on how to deal with difficult people”

“Learned how to deal with irrate, rude, impatient, emotional, persistent and aggressive people without losing our cool.”

About the Author
Ms. Roberta Cava

Roberta Cava is owner of Cava Consulting (Head Office) in Queensland, Australia (1998); Cava Management Consulting Services in Edmonton, Alberta, Canada (since 1982), and Maui, Hawaii USA (since 1986).

Her firms offer over 65 different training and development seminars (12 Associate Trainers) in Supervisory/Management, Human Resources, Personal Development, Career Development, Customer Service and Clerical. Clients include other training firms, colleges, universities, private and government agencies in Australia, New Zealand, Canada, USA, Great Britain, Germany, Singapore, Malaysia, Philippines, Indonesia, Thailand, South Africa and the United Arab Emirates.

Roberta has been involved in the field of human resources since 1974 including employment as Head of Human Resources and Training for a large financial institute in Melbourne and as Human Resources Manager for a group of 12 companies based in Canada. Her company offers personnel services to companies too small to have their own human resources department and offers career counseling services to job seekers.

Roberta is the author of two internationally best-selling books - Dealing with Difficult People has been a best-seller since 1990 and now has 13 publishers in 8 languages. Another best-seller is: Escaping the Pink Collar Ghetto - How Women can Advance in Business (which is now available in e-book format). Her other books are: Dealing with Difficult Spouses and Children, Dealing with Difficult Relatives and In-Laws, Before Tying the Knot - Questions Couples Must Ask Each Other BEFORE They Marry! and What Am I Going to Do with the Rest of My Life? Dealing with Difficult Situations - At Work and At Home and Dealing with Bullies.

Her tributes include:

- Being chosen twice as a Canadian Achiever;
- Being nominated for:
  - The 2001 and 1999 Telstra Australian Woman of the Year Awards;
  - The Alberta Human Rights Award;
  - The Canadian Awards for Business Excellence;
  - The YWCA Tribute to Women Award;
  - The Edmonton Chamber of Commerce Small Business Owner of the Year Award for three years; and
  - Regional finalist for the 1993 Canadian Woman Entrepreneur of the Year Award.

Roberta is listed in Who’s Who in North America. For more information on Roberta, click onto www.cavaconsulting.com

Tuition

This very beneficial one-day work shop will cost you BD360 ONLY! That includes the training package, snacks, lunch and a free copy of the bestselling book "Dealing with Difficult People" by Ms. Roberta Cava.

Course Date: 25th October 2011
Course Duration: 1 Day
Course Time: 9 am – 4 pm
Maximum class size: 35 persons

Don’t miss this rare opportunity to experience and learn the tools of how to deal with difficult people REGISTER NOW!

GROUP Discount is available for 5+ registrations…

For Registrations, Please contact us now…
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