

## Coping with Problem People and Difficult Situations

Thursday

14 March 2019

or

Friday

24 May 2019

or

Wednesday

4 December 2019

9:00 am - 5:00 pm



# Coping with Problem People and Difficult Situations

## INTRODUCTION

'Difficult people' is a term synonymous with 'problem people', and difficult people are often problematic. They could be your colleagues, friends, clients, customers or even yourself. While most people do not deliberately set out to be difficult or problematic, sometimes, they are unable to control their emotions or inner self. Learning the skills to deal with these people will certainly make working more effective, pleasurable and satisfying for you, decreasing your stress level and the stress level of the people around you for we sometimes "dump" our emotions on others, creating a vicious circle.

During the workshop, you will also learn about yourself and your possible role in complicating these situations. More importantly you will learn the art of managing such people while learning how not to allow other people's emotions or unreasonable behaviour to affect you.

## OBJECTIVES

At the end of the workshop, participants will be able to:

- Understand why some people are 'difficult' or 'problematic', and to identify the associated behaviour and circumstances
- Analyse and take responsibility for your own actions
- Acquire the skills and techniques needed for coping with difficult people

## DESIGNED FOR

- Managers and Staff positions
- Supervisors, Executives, Technical Staffs
- Anyone interested in self-development

## CONTENTS

### Understanding Behaviour and Its Effect

- Behaviours and Why Some People are 'Difficult'
- Example of 'Difficult' or 'Problem' People
- Are You Part of the Problem?

### How to Cope with Difficult People and Situations

- Accentuate, Eliminate, Neutralise Strategies
- Use Feedback with Very Difficult People
- Understand Non-verbal Signals
- How to Respond
- Examples of Difficult People and Situations
  - Hidden Sarcasm
  - Condescending or Rude
  - Silent Judges – Unresponsive Behaviour
  - Information Keepers
  - Idlers
  - Perfectionists
  - Idea-Destroyers
  - Know-It-All ..... etc

## **WORKSHOP LEADER**

Ms Weelan Ho is the Principal and Director of PGA Consulting Limited (HK) and the Director of Ascent Global Service Pty Limited (Australia). She has significant experience in helping companies create value and improve bottom-line results through Strategy Development, Operations & Sales Improvement, Service Excellence and Organization Cultural Change Programs etc., just to name a few. The clients she has worked with are multinationals, public listed companies, family-owned enterprises and SME across Asia Pacific in multiple industries as well as with the public sector.

Another of her focus is leadership development of senior executives, middle managers and supervisors through a combination of coaching and organization development, as they are the pillars of the organization, each having responsibility to ensure the company performs effectively in an increasingly competitive environment. Expanding organization capability and improving soft skills are necessities for they directly impact on company performance reflected through revenue, profits and growth.

## **DATES & TIME**

Thursday, 14 March 2019 [Register Now](#) **or**  
Friday, 24 May 2019 [Register Now](#) **or**  
Wednesday, 4 December 2019 [Register Now](#)

9:00 am – 5:00 pm

## **FEE** (Inclusive of tea/coffee breaks)

HKMA Member: HK\$ 2,780

Non-member: HK\$ 2,980

Early Bird Discount: HK\$200 each

(For those who enrol and pay one month before the course commencement date)

Group Discount: HK\$200 each

(For companies which send a total of two or more participants to this course and enrol at the same time)

## **VENUE**

The Hong Kong Management Association  
14/F Fairmont House  
8 Cotton Tree Drive  
Central HONG KONG

## **LANGUAGE MEDIUM**

English, but can supplement with Cantonese and Putonghua if needed, depending on the needs of participants

## **METHODOLOGY**

Discussions, Videos, cases for demonstrations, skills practices, with feedback from co-participants and the Program Coach

## **DEADLINE FOR REGISTRATION**

1 week before commencement

## **ENQUIRIES**

For course details, please contact Ms Diana Li on 2774-8552; or visit the HKMA website: [www.hkma.org.hk/seminar](http://www.hkma.org.hk/seminar). For course enquiries and reservations, please call Customer Service Department on 2774-8501 or via fax 2365-1000.

# Enrolment Form



The Hong Kong Management Association  
香港管理專業協會

## Coping with Problem People and Difficult Situations

- 14 March 2019 (SG-A6859-2019-3-F)  
 24 May 2019 (SG-A6859-2019-1-F)  
 4 December 2019 (SG-A6859-2019-2-F)

**FEE**  
**HKMA Member: HK\$2,780**  
**Non-member: HK\$2,980**

Name (Mr/Ms): \_\_\_\_\_  
(Surname) (Other Names)

HKID Card No.: \_\_\_\_\_ HKMA Membership No.: \_\_\_\_\_

Position: \_\_\_\_\_

Company: \_\_\_\_\_

Address of Company: \_\_\_\_\_

Telephone No. (Office): \_\_\_\_\_ (Residence): \_\_\_\_\_ (Mobile): \_\_\_\_\_

Email: \_\_\_\_\_ Education Level: \_\_\_\_\_

Correspondence Address: \_\_\_\_\_

Cheque Number: \_\_\_\_\_ Cheque Amount: HK\$ \_\_\_\_\_

Name and Title of Nominator (Mr/Ms): \_\_\_\_\_

Nominator Email / Address: \_\_\_\_\_

Sponsorship  Company-sponsored  Self-sponsored

Where did you **FIRST** learn about this programme?

Email Promotion from HKMA

Direct Mail by Post

HKMA Website

Others (please specify): \_\_\_\_\_

### Note for application

- This form together with a crossed cheque payable to The Hong Kong Management Association should be returned to: Executive Director, The Hong Kong Management Association, 16/F Tower B Southmark, 11 Yip Hing Street, Wong Chuk Hang, Hong Kong.
- Registration must be made on the Enrolment Form provided and returned to the Association before the programme commencement date (Not less than 5 days) with full fee.
- Acceptance is subject to the discretion of the Association.
- Applicants will be notified by telephone to confirm receipt of the application form and full programme fee. An official receipt will be sent to you within two weeks.
- Applicants are expected to attend the course at the place and time specified in the brochure unless otherwise notified.
- When a programme is over-subscribed, additional classes may be started in some cases. Applicants may then be notified of the new time, dates and place of meetings when necessary.
- For **ENROLMENT** and **ENQUIRIES** please call **2774-8501** (Customer Service Department) during normal office hours or fax **2365-1000**.
- No refund will be made after payment, but participants can arrange to have their places substituted should they be unable to attend the programme by notifying the Association at least 2 days prior to programme commencement.
- Fax reservations are welcome but are subject to confirmation by payment in full within 10 days of the date the reservation is made or 5 days prior to programme commencement, whichever is sooner.
- Applications, upon full payment, will be processed on a first-come first-served basis.
- When Typhoon Signal No.8 or above is in force during classes/examinations, all classes and examinations will be dismissed immediately. Replacement classes and remedial examinations will be arranged. When Black Rainstorm Warning is in force during classes/examinations, all classes and examinations will be held as scheduled.
- The HKMA reserves the right to make alterations regarding the details. For course details, please contact Customer Services Department on 2774-8501 or Ms Diana Li on 2774-8552. Website: [www.hkma.org.hk](http://www.hkma.org.hk)
- The HKMA supports the equal opportunities policy, without discriminating against any person on the grounds of gender, disability, family status or any other basis.

### Personal Data Collection Statement

1. The personal data of applicants are collected and kept for purposes of processing of applications of course enrolment, course admission, student and member administration, course research and statistical matters.
2. The personal data provided in this form will be used by the Association for direct marketing, including special offers, training and education programmes, awards and competitions, membership, alumni, promotional activities and other services and activities that it may arrange.
3. Applicants wishing for access to and/or correction of personal data may send their written requests to the Association.

If you do not wish to receive information as stated in point 2 of this statement, please indicate your objection by ticking the box. You may at any time send your written requests to the Association.

### Notes

1. I understand that all handout materials obtained in class are strictly for my own educational purposes.
2. I have understood all the "Notes for Application" listed in Application Form.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_