



Continuing Professional Development (CPD) Programme

Dealing with Difficult People:

24 Jan 2009 (Sat)

10 Lessons for Bringing out the Best in Everyone (re-run)

(Programme Code: W090124)

Speaker	: Dr. Philip Lok , BSc, MBA, Ph.D. CMA Dr. Lok researched and developed this interactive course to enhance the interpersonal relationships of professionals. Through participation in this course, participants can diagnosis their own interpersonal strengths and weaknesses. They will find out that difficult people are much easier to handle than they imagine.
Language	: Cantonese
Target Audience	: Junior managers and professionals
Level	: General
Time	: 9:30 a.m. – 5:30 p.m.
CPD Hour	: 7 hours
Format	: Workshop
Venue	: Hong Kong Institute of CPAs Training Centre, 27/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong
Fee	: HK\$1,700 for HKICPA member or student; and IA / HKIAAT's member or student HK\$2,000 for non-member

Difficult people can make life impossible. They can be the bane of your life and a real pain to work and live with. The good news is that you do not have to be their victim anymore. While you cannot change difficult people, you can communicate with them in such a way that they change themselves.

In this interactive workshop, we will define the four key areas you have to focus on to solve your people problems. Then we will describe the 10 most unwanted types of behaviour and examine the factors that compel people to be difficult in such a variety of ways. Then we will help you to build a "lens" for understanding why people act the way they do. Finally, we will focus on surviving skills through skilful communication and body languages.

If you are faced with someone who is a LION, we will help you to become a LION TAMER, deal with them, and then carry on working or living with them. Most important of all, you will not be preyed on by them.

- The four dimensions of unwanted behaviours: what are the intentions of the difficult people in the workplace, family, social circle?
- The 10 most unwanted behaviours and the goals of the difficult people
- The tactics to deal with the 10 most unwanted behaviors nicely but professionally
- Role plays on how to deal with the 10 most unwanted behaviors
- Quiz on dealing with the truly aggressive LION in your surroundings and how to avoid being preyed on by the LION
- Quiz to determine your own behaviours – are you difficult too?