

Course Date

24 & 25 June 2021

Registration Deadline

18 May 2021

Contact duration and timing:

2 x Live Webinar sessions

1:30 pm to 5:00 pm

Venue

Webinar Virtual classroom

Course Fees

Full fee : \$300

Min Course Capacity

20 participants

Targeted Participants

- All Staff
- Caregivers
- Educators
- Professionals

For Enquiry

Email: training@cpas.org.sg

Tel: 6585 5651



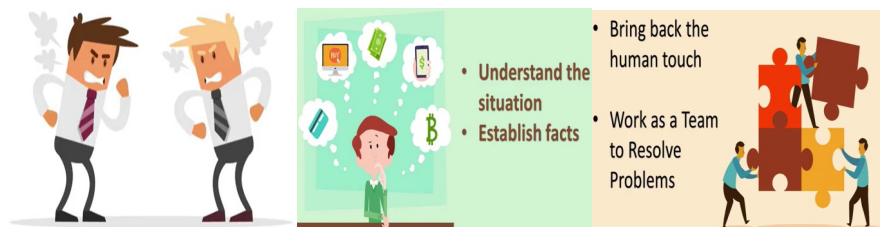
Handling Difficult Situations

For the vast majority of staff, working with challenging colleagues and partners is inevitable in the workplace. In this course, participants will get to learn how to deal with difficult situations and people at work, they will also learn some effective ways to interact and work in these workplace scenarios.

This course is designed for the emerging professionals in the Social Service Sector and Community; and aims to equip them with the necessary competencies to manage and lead themselves as well as the abilities to work well with others.

The participants will encounter a wide range of personality types; and the success will depend on their abilities to work well with these types of people.

In practice, they will learn day-to-day practical tools that are designed to facilitate the transfer of learning to actual workplace realities.



Learning Objectives

Upon completion of this course, participants will be able to learn to:

- Identifying different characteristics of difficult people
- Understanding why people can be difficult
- Developing strategies and techniques to self-manage and work with others
- Applying effective communication skills
- Building confidence to manage and deal with challenging situations

Course Instructor

Dr David is an SIM's associate trainer with 18 years of experience as an international consultant, performance coach, faculty member and corporate trainer in the Leadership, Talent Management and Development space, working across industries, including the Social Service Organisation/ Voluntary Welfare Organisation sector with all levels of leadership. He has coached numerous organisations with a suite of talent management and leadership solutions. His other subject matter expertise includes strategic decision making and execution, talent acquisition, leadership development, change and performance management.

Terms and Conditions

- * Registration will be confirmed only upon receiving invoice or full payment.
- * In the event of no show up for the course, course fee will be charged with no refund.
- * Min pax of participants are needed to conduct the training.

Register now!

[Register for Handling Difficult Situations \(Online\)](#)