

COMMUNICATION SKILLS

Handling Difficult People



DATE: 15 AUGUST 2024
TIME: 9.00AM - 5.00PM
ONLINE

Objectives:

1. Equip participants with the tools to communicate effectively, particularly when faced with difficult personalities.
2. Develop strategies to stay calm and collected in tense situations.
3. Learn to recognize different communication styles in yourself and others.
4. Master the art of expressing needs and opinions confidently while respecting others.
5. Develop the ability to tailor communication approaches to different personalities.
6. Learn strategies for dealing with challenging behaviour and conflict resolution.
7. Build confidence in handling difficult communication situations.

Target Audience

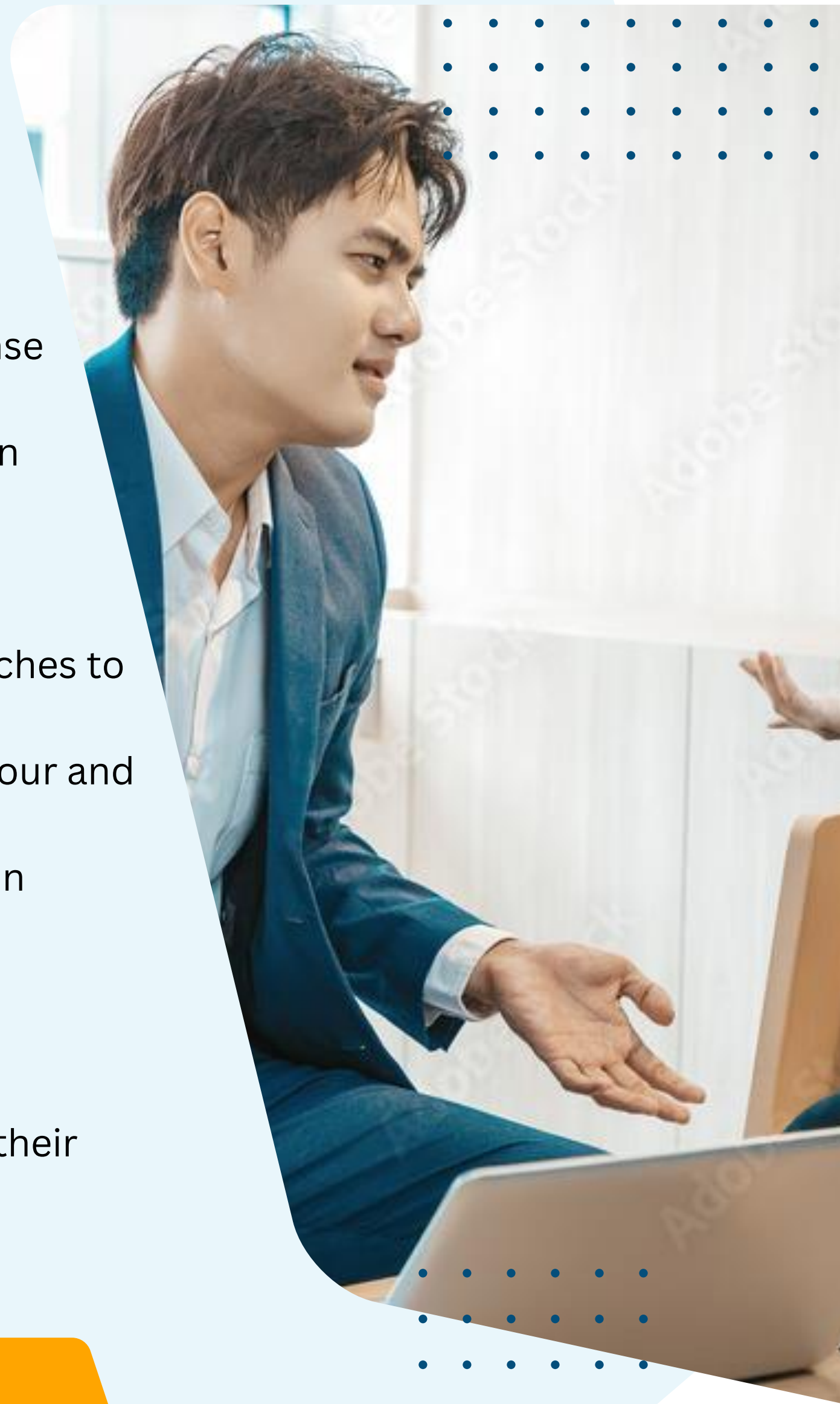
Individuals who encounter challenging personalities in their daily lives.

INVESTMENT:

- NORMAL : RM700.00
- EARLY BIRD: RM650.00 (BEFORE 25 JULY 2024)

GROUP REGISTRATION:

- 2 PAX : DISCOUNT 10 %
- 3 PAX: DISCOUNT 15 %
- 4 PAX AND ABOVE, DISCOUNT 20 %



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COURSE OUTLINE

9.30 – 9.45am **MODULE 1: IMPORTANCE OF EFFECTIVE COMMUNICATION**

Learn the impact of clear communication on conflict resolution, building rapport, and achieving desired outcomes.

9.45 – 10.30AM **MODULE 2: STAYING CALM IN DIFFICULT SITUATION**

Manage emotions in tense situations and learn practical techniques to stay calm and collected when faced with difficult people.

10.30 – 10.45AM BREAK

10.45 – 11.30AM **MODULE 3: UNDERSTANDING COMMUNICATION STYLES**

Identify these styles in self and others, and explore how they impact communication.

11.30 – 12.30PM **MODULE 4: BEING ASSERTIVE**

Learn to express own needs and opinions confidently while respecting others.

12.30 – 2PM LUNCH BREAK

2.00 – 3.30PM **MODULE 5: DEALING WITH DIFFERENT COMMUNICATION STYLES**

Adapting own communication approach to different communication styles to effectively interact with others.

3.30 – 3.45PM BREAK

3.45 – 4.45PM **ACTIVITY: DEALING WITH DIFFICULT PEOPLE**

Practice and engage in role-play that simulate interactions with difficult people. Participants will receive feedback and have the opportunity to refine communication strategies.

4.45 – 5.00 PM REVIEW AND CLOSING



SHARIFAH SALWA ABDUL KARIM

Sharifah Salwa is a professional learning facilitator in programs like English Language, Communication, Customer Service, Time Management, NLP-based learning, Colored Brain and Entrepreneurship for organizations and for learning institutions.

She began conducting learning programs since 2007. Among the organizations she has served include government, schools and private institutions.

Qualifications and Certifications:

- BSc in Electrical Engineering (University of Portland, USA)
- Master in Business Administration (Universiti Utara Malaysia, Malaysia)
- Diploma in TESOL (ASM Learning in affiliation with London Teachers College) (ongoing)
- Certificate in Training, HRDCorp (TTT/7629) Malaysia
- Accredited Trainer, HRDCorp Malaysia
- Accredited Professional Learning Facilitator (Mastery)
- Basic Practitioner of Spiritual Neurolinguistic Programming, from National Federation of Neurolinguistic Programming, USA
- LEAP Facilitator - Leading for Excellence, Action & Performance, EnSync, Malaysia
- SPEED Facilitator - Solving Problems Efficiently, Effectively & Decisively, EnSync, Malaysia
- Virtual Learning Caster Facilitator - EnSync, Malaysia
- Business Model Canvas, iMind Malaysia
- NLP Practitioner, NLP Coaching, Big H Hypnosis and New Code NLP from Real NLP India
- Certified Colored Brain Trainer from Directive Communication International
- Emotional and Spiritual Dimension Certified Coach from Indonesian Professional Certification Authority

REGISTRATION FORM

**COMMUNICATION SKILLS
HANDLING DIFFICULT PEOPLE
15 AUGUST 2024**

BILLING DETAIL:

Organization:		Contact Person:	
Office No:		Designation:	
Address:		Email:	
		Mobile No:	

ATTENDEES DETAIL:

NO	NAME OF ATTENDEES	DESIGNATION	EMAIL	MOBILE NO	LEARNITY ID
1					
2					
3					
4					
5					

Attendees are entitled for a cash rebate for subsequent courses with Infunity Learning.
Terms and Conditions apply

METHOD OF PAYMENT

- HRDC LEVI
- LOCAL ORDER (LO)
- ONLINE PAYMENT

Payable to "INFUNITY LEARNING (MBB: 5510 8935 1619)

*Please email slip to infunitylearning@gmail.com

TERMS AND CONDITIONS:

Please notify the Course Organiser 5 days in advance if you intend to send a replacement.

If the organization or individual plans to send a replacement attendee in his or her place, please inform Course Organiser five days before the event.

If an organization or individual fails to inform the Course Organiser of his or her inability to attend the course within fourteen (14) days before the course date, no refunds will be provided, regardless of whether full or partial payment has been made.

REGISTER ONLINE HERE:



Hana | 012-2955759 | 016-5415759

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