

Effective Communication Tools for Dealing with Difficult People

No Hard Feelings! Transcend conflict, overcome difficult people, and connect beyond differences.

Very Informative of different techniques and how to hold and start a conversation.
The trainer knows how to engage with the group and keep us constantly interested in the subject
- *Staff of Rotary Engineering*

The training is very useful for communicating dealing with different types of people. Good and straight to the point. No time wasting. The trainer is very good, competency and professional trainer.
- *Staff of ARA Management*

How do you stay calm in a conversation? How do you stay unruffled in the face of passive-aggressive interaction? And how do you know if you're difficult to work with?

Many a times you may have also ended up in a situation where you and your coworker talked about the same topic, but interpreted the conversation completely different, and that made you boil!

Like it or not, the bulk of our waking hours are spent with people at work-- people who can sometimes grate our nerves! Hence, learning to interact effectively with employees, colleagues, and bosses is an absolute essential for our success.

This program is designed to enable participants to learn and apply simple proven methods, resulting in a closer team/organization with deeper and rewarding relationships, minimize conflict, better manage difficult people and create a more fulfilled work environment.

Objective

By end of workshop, participants should:

- Develop personal confidence to transform conflict, indifferences to connection base
- Understand the art of interpersonal communicative skills in managing difficult people
- Manage your emotions and regain rationality in every challenging situation
- Convert frustrations into wishes that promote safety, hope and change
- Experience better collaboration and cooperation within team/group
- Strengthen the bond and eliminate negativity between you and your coworkers

Outline

- Learn how to communicate more effectively
- How environment affects you and perception
- Understanding Job change cycle and I
- Key blind spots of I am right!
- Safe conversation concepts, overview and dialogues that demonstrate how that it improves interaction
- Understand people's working styles and personalities and how this will aid you in better interaction at work
- Discover the psychology behind brain and personal needs impacting communication
- Nonverbal communication skills
- Acquire effective listening and responding skills in moving from conflict to resolution

Who should attend

Executives, Professionals and Managers at any level who wants to maximize their management skills, self-leadership and personal growth today through effective communication. Anyone who wish to learn about this specific topic are most welcome

Self-empowering skills for the Secretary, PA, Admin and support professional

The accelerating digitization of administrative processes is transforming the corporate governance landscape and hence, the roles of Secretaries, PAs, support and admin professionals in business are also evolving. This engaging, and interactive training course is designed to provide an opportunity for you to develop interpersonal and behaviour skills necessary for success, maximize your personal effectiveness and influence through effective communication in this digitalized future 4.0.

Objective

By end of workshop, participants should:

- Be adaptable, and strengthen your personal and role credibility for future work 4.0 as a PA, Secretary, Admin or support professional
- Improve confidence, self-leadership and personal effectiveness
- Master the art of interpersonal communicative skills
- Improve your relationships with peers whom you work with
- Better time management for self and others

Outline

- Key attributes and mindset shift for future work 4.0 within your own role
- Learn how to behave and communicate with just about anyone
- Understand people's working styles and personalities, and how this will aid you in supporting others effectively
- Discover people's learning styles to understand how best to approach them when you need something
- Developing your problem-solving skills
- Acquire effective listening and responding skills in handling conflicts, discussions and managing situations
- Time management and productivity approach and tools

Who should attend

Secretaries, Personal Assistants, Admin and support staff who want to develop and enhance their role; need to understand and how they can progress with future work 4.0. It is also ideal for people new to a role who would also wish to develop for growth and success.

Regain Your Power - What the empowered do that others do not

"Refreshing, general joy and fun elements!" - Staff of DBS

"A motivating session. Practical tips shared. Taking action is the next step. Thanks Brenda for sharing!" - Staff of Prudential

Looking to sustain excellent performance? Want to stay motivated in tough times? Like to calmly overcome objections during conflict and discussions without being affected?

German companies like SAP, Bosch have integrated mindfulness into Corporate. East Asian corporations such as Panasonic and Toyota, and Apple, Facebook, LinkedIn, Twitter and Google of the Silicon Valley are all practicing mindfulness in corporate. Did I mention UK's parliament as well!

More and more corporate are reaping huge benefits after experiencing mindfulness integration, which include:

- helps facilitate navigation through uncertainty
- focused and clarity thinking, thus lesser mistakes at work
- promotes trust, innovation and confidence
- reduce conflict and miscommunication
- improves employee engagement and relationships, and motivation

I bring mindfulness in as part of the process into the course with a holistic and fun approach to motivate us. After attending, you will be able to cultivate what is best within yourself, and to enhance your experiences at work and beyond!

Objective

By end of workshop, participants should:

- Feel motivated, increase personal effectiveness, and raise peak performance
- Gain better self-awareness, improve communication skills and lead with compassion
- Improve interpersonal relationships, minimize conflict and difficult situations
- Feel self-empowered and stop succumbing to the pressure of others especially at work
- Reduce stress, improve focus and adds to greater well-being and happiness

Outline

- How to shine in your professional career, and become better vision of yourself
- Understand the power of our subconscious mind
- how to apply mindfulness techniques in the office and beyond for inspiring wellbeing, collaboration and peak performance
- Demonstrate mindful conversations that can aid you in communicating effectively and at ease with others
- How do you support and expand on abundant of possibilities and ideas
- Understand yourself deeper to cultivate what is best within yourself, and to enhance your experiences of love, work, and play
- Learn motivational tools so you can empower yourself and team

Who should attend

Executives, Professionals and Managers at any level who wants to be a competent contributor at work, improve self-leadership and personal growth today through entrepreneurship.

Think like a boss! Entrepreneurial skillsets for career boost

*"Good overview on entrepreneur. Learnt a lot about ideas, strategies to implement."
- Staff of DBS*

*"Powerful tips and ideas to inspire!"
- Staff of Standard Chartered Bank*

Stop thinking like an employee, even if you are at the bottom of the totem pole. Think like a boss, and success will follow.

Whether you're a 9-to-5 employee or an entrepreneur, getting in a "boss" frame of mind can radically transform your career.

Globalization and digitization is transforming the way employees think and work, and "entrepreneurship" has never been more important and relevant today.

Entrepreneurship is not just about creating new ideas; it also involves the continuous examination of existing business workflows and different ways in order to carry them out in a more efficient and effective way, in terms of both time and cost. In simple words, entrepreneurship works toward the optimization of business.

It builds leaders within the organization and strengthens leadership skills among employees. It encourages employee engagement, which in turn increases productivity and retains top talents in the organization.

After the course, you will be able to hone your own leadership abilities and showcase your expertise in the office. To progress in your career in general, having a boss like mentality helps you stand out from others and really make a difference in the workplace.

Objective

By end of workshop, participants should:

- Up your game as a leader that people want to work with
- Increase personal effectiveness, self-leadership, ownership and boss mindset
- Develop your effective thinking skills so that you can contribute inputs confidently, fluently and knowledgeably from a more holistic perspective
- Experience better collaboration and cooperation within team
- Understand how you can start your own business, product or idea
- Confidence in networking that can set you up for future when looking for career shift internally, establish rapport, trust and respect

Outline

- How do we encourage creativity, entrepreneurial thinking and expand upon ideas
- Developing entrepreneurial mindset and ownership in organization
- Think like a boss! 6 key steps to having a sustainable business
- Entrepreneurial marketing! How to build your competitive edge
- Learn how to avoid costly business mistakes
- Hands-on segment where participants will learn how to sharpen their entrepreneurial skills
- Be equipped with 5P approach to network and build stronger relationships internally and externally with more confidence.

Who should attend

Executives, Professionals and Managers at any level who wants to be a competent contributor at work, improve self-leadership and personal growth today through entrepreneurship. Employees who like to understand marketing.

***For other training workshops, contact Brenda for a customized training program.**

BRENDA TAN

**Author | Speaker | Trainer | Adjunct Lecturer |
Accredited Colored Brain™ Practitioner |
Certified Safe Conversations™ Facilitator |
ABNLP Accredited Hypnotherapist**

Cited by the Prime Minister of Singapore in his National Day Rally Speech in 2008 as a story of excellence, Brenda Tan is dedicated to helping individuals and organisations maximise their capacity for success. She was featured in media such as Straits Times, TODAY, Radio 938Fm, and Capital TV Malaysia.



In her book “Regain Your Power”, she shares many important life-changing lessons on empowering oneself

and living fully. Brenda conduct talks and workshops to organisations such as DBS, UOB, Capella Hotel and Resorts, Marina Mandarin Hotel, QatarGas, Great Eastern Assurance to name a few. Brenda was also the Ambassador and Trainer for Business Network International, world’s largest business networking organization where she teaches business owners how to network effectively.

“Ms Brenda is a great speaker and inspiring. I learnt so much that I don’t want the talk to end!” - Staff of Capella Hotel & Resorts

Marrying her passion for achieving personal and professional success, Brenda was also a business coach with ActionCoach and an entrepreneur in parallel. Her extensive career also included working for

Government Board, and Multinational Corporation, having held diversified roles. At just age 26, Brenda became one of the youngest managers in Citibank Singapore Limited to lead a team of more than 80 employees.

Now, Brenda volunteers her time as mentor to Institute of Technical Education, and Singapore Prison Services.

Brenda’s reputation as trainer and coach, is built on her energetic, honest and warm approach. Motivating and inspiring, she has the ability connect and deliver her topics that are easy for audience to follow and learn.

Connect With Me

For training, talks and coaching

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