



**SIRIM
STS**

Standards+Training+Consultancy

**SHAH
ALAM
SELANGOR**



EFFECTIVE HANDLING OF DIFFICULT PEOPLE FOR PERFORMANCE IMPROVEMENT

Managing difficult subordinates, peers and superiors to get the best team commitment

PROGRAM HIGHLIGHT

This program shall identify difficult people characteristics and provide methodology to handle them. While some methodologies involve longer term actions, others may take much shorter time to do. Participants will be familiar with the terms appreciation, acceptance, tolerance, compromise, assertive, patient, perseverance and care.

Who Should Attend This Training?

Personnel who intend to assume the responsibility of managing people. Positions may include managers, engineers, executives, supervisors, leaders, foreman, etc.

OBJECTIVES

- To provide concepts of Difficult Subordinates Categorisation
- To provide concepts of Multiple Methodology of Handling Difficult Subordinates
- To provide concepts of Handling Difficult Superiors and Peers
- Expected outcomes - Upon understanding concepts taught, participants shall be more clear on handling or managing difficult people. Legally, participants will be more rule/procedure compliant.

OUTLINE

- Module 1: Definition of Difficult People at Workplace
- Module 2: Handling People with Negative Personal Attitude - Immature Natural Character Situation
- Module 3: Handling People with Adversarial View - Immature Adaptability Situation
- Module 4: Handling People with Different Culture - Values and Principles Gaps Situation
- Module 5: Handling Poor Performer - Incompetent or Non-committed Situation
- Module 6: Handling Difficult Subordinates
- Module 7: Handling Difficult Peers and Superiors

PROGRAM OVERVIEW

Good people establish good company, hence, create good product. Difficult and problematic people on the other hand, break an organisation. It is therefore the responsibility of every manager, supervisor, leader—those with subordinates, to ensure necessary steps are taken to ensure full workforce stability. A good superior must have the necessary skills of handling difficult people. To date, the capability of handling difficult people is a highly sought after skill, as not only it enables leaders to create 100% good people in the team, it is also able to instill a disciplined and high integrity workplace.

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REGISTRATION

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FEES

RM1500/ PAX

*excluding 6% SST

(Discount: 3 or 4 pax - 5% /
5 pax and above - 10%)



**HRDF
CLAIMABLE**



**SIRIM
STS**

Standards+Training+Consultancy

MANAGEMENT AND SOFT SKILLS TRAINING EFFECTIVE HANDLING OF DIFFICULT PEOPLE FOR PERFORMANCE IMPROVEMENT

6-7 April 2020 28-29 September 2020

Shah Alam, Selangor

REGISTRATION FORM

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| Contact Person | | | |
| Company Name | | | |
| Company Registration No. | | | |
| Address | | | |
| E-mail | | | |
| Contact No. | HP: | Office: | Fax: |

Please tick for organisation type:

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| Organisation/ Association | Company registered under state agency | Government | Others (organisation / societies / international) |
| GLC | Foreign company | Koperasi | Professional & technical services |

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| Medical Devices | Nuclear Fuel Industry | Oil and Gas | Plastics and Rubber Products | Pharmaceuticals | Power Plant Industry |
| Publishing/Broadcast | Research and Development | Shipbuilding | Textile/Clothing | Timber And Wood | Transport |
| Water Supply Industry | Others (Please specify): | | | | |

PARTICIPANT

| No. | Name | Position | Email | Mobile No. |
|-----|------|----------|-------|------------|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
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