



REGISTER NOW!

HANDLING DIFFICULT & DEMANDING PEOPLE
27-28 FEBRUARY 2018 (TUESDAY-WEDNESDAY), 9.00 AM – 5.00 PM
@ Sunway Hotel Seberang Jaya

Target Group: All levels of employees.

Introduction:

Everyone is very unique by itself. We cannot find another same person in the world. In the business world we have to deal with various type of people, some are kind, but some can be very demanding and difficult to handle. Therefore, the skills to deal with this “difficult & demanding people” is very important to ensure we do not offend the person, at the same time we can get our work done efficiently.

In this program the participants will learn on how to differentiate between good and “difficult & demanding people” to avoid unnecessary labelling on the person. To sharpen the skills on how to establish a good relationship, communication and negotiation power with the person, so that the person can be convinced to move towards company objective. The participant will participate in the demonstration and role play during the training, so that they can learn effectively.

Learning Objectives

In this program, participants will be able to learn to:

- (a) Understand the key objective at work;
- (b) Understand the background of the person;
- (c) Differentiate between the good and difficult & demanding people at work;
- (d) See the positive side of the “difficult & demanding people”;
- (e) Sort out the needs of the person and provide proper solution;
- (f) Enhance negotiation skills;
- (g) Feedback effectively without jeopardizing the good relationship with the person.

Program Delivery Methods:

Classroom based. All topics will be covered by way of lectures, presentations, interaction, group/individual activities, exercises and case studies.

Course Content

Module 1: Role and Responsibility

- ✓ Job scope;
- ✓ My expectation;
- ✓ Customer expectation.

Module 2: “Difficult People” Versus “Demanding People”

- ✓ The difference between “difficult and demanding” people;
- ✓ Who are my “difficult people”?
- ✓ Who are my “demanding people”?
- ✓ Why are they difficult?
- ✓ Why are they demanding?
- ✓ The map is not the territory

Module 3: “Difficult and Demanding People” Becomes Friend

- ✓ The problem of “labelling”;
- ✓ Positive view;
- ✓ Establish good rapport.

Module 4: Establish Good Communication Platform

- ✓ Build a good environment;
- ✓ To establish a common understanding;
- ✓ Empathy communication.

Module 5: To Understand The Needs of The Person

- ✓ What do “difficult and demanding” customers really want?
- ✓ What can I offer?
- ✓ To define the gap.

Module 6: To Set The Game

- ✓ Know your base line;
- ✓ Start at the top;
- ✓ Keep your buffer.

Module 7: Asking Before Giving

- ✓ Squeeze to maximum;
- ✓ Pain on the neck;
- ✓ Give with condition.

Module 8: The Last Action

- ✓ Never afraid to say “NO”;
- ✓ Handling threatening;
- ✓ Maintain friendship.

**HRDF Claimable under
SBL Scheme**



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Course Leader

Mr. Bryan Chew has more than five years' experience in training and coaching people to achieve a mission of outstanding work performance. Bryan had worked as a production supervisor in a multinational company after the completion of his first degree in 1992. He had been promoted to a senior position in 2000. He had later quit his job in a manufacturing line and started a new career in direct selling. He had become the top distributor of the multinational direct selling company from 1998 to 2005 and received several awards including the Car Fund Qualifier (1998), the Diamond Ambassador (1999), the Most Improve Distributor of the Year (2000), the Bull of the Wool (2001), the Double Diamond (2002), the President Cup Award & the Bull of the Wool (2003), the Distributor of the Year (2004) and the Crown Diamond (2005). Bryan had left direct selling company in 2009 and started his professional career as a full time trainer since then. Bryan is also a qualified Hypnotherapist from IACT of USA and a practitioner member of AHPM, Malaysia. Apart from his professional career, he is a volunteer to a non-profit organization in providing emotional support to the people in the society. He has also conducted several non-profit motivation trainings for school children pertaining to academic success. With his experience in corporates and NGO, Bryan would be able to conduct training effectively for meeting his customer's requirement.

To date, thousands of employees from both multinational and local companies in Malaysia have attended the courses conducted by Bryan. The following are some of his famous courses: 1) Sales and Motivation, 2) Customer Service, 3) Stress and EQ Management, 4) Positive Attitude At Work, 5) Supervisory and Leadership Skills, 6) NLP and Hypnosis, 7) Self-breakthrough Towards Excellent Performance and 8) Team building "One Team One Goal". Since each company has its own mission and vision, new courses will be designed and developed as to meet the company's needs. With his famous quote "Nobody is stupid, there is only the reluctance of learning", Bryan always emphasizes on self-improvement to his participants irrespective of their position level in the company.

Below is a list of companies that have attended Mr. Bryan Chew training:-

WD Media, Sanminar-SCI, Cinsoon Auto Parts, Foong Chi Group of Companies, SafetyWare, NASTAH, TORTO FOOD, Thunder Print, Fujikura Federal Cables, Grand Inter Mark, Ban Kah Chai Group, Paramount Property & Engineering, KW Precision & Aquatic, Game Pro International, Myaunew, MaxPine International, Stareast Wedding, G-Shank Enterprise, Sen Lee Industries, MMC Gamuda, Flextronic, Nibong Tebal Paper Mill (NTPM), OPTOTRONICS SDN.BHD., OSK Properties Sdn. Bhd., The Star Publication, Sunrise Paper Sdn. Bhd., Darco Industrial Water Sdn.Bhd., TPLI Industries Sdn.Bhd, Smithers-Oasis Malaysia Sdn Bhd, HKV (M) SDN. BHD., Vicnahlim Transport Service Sdn.Bhd.,Edutex Trading Sdn. Bhd.,GANO EXCEL International, Firmar JOT Sdn Bhd ,SCOPE Manufacturer (M) Sdn. Bhd.,Thong Guan (M) Sdn. Bhd.,OSK Properties Sdn. Bhd.,Sirijaya Industries Sdn Bhd., TANJONG EXPRESS SDN.BHD., MY SOFTWARE SOLUTIONS SDN.BHD., Ichi & Metric Marketing Sdn Bhd., UPA PRESS SDN.BHD., Tashin Steel Sdn.Bhd., SIN ENG ANN Mobile Crane Sdn.Bhd.Full Accessory Enterprise, MEso Skin Care & Marketing Sdn.Bhd., QUILL AUTOMOBILES Sdn. Bhd., TYONN Industries Sdn. Bhd.

Investment / Participation Fees

Normal fee: RM 850.00 / participant

10% group discount for three (3) or more registered participants from the same company or subsidiaries

REGISTRATION FORM



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@ Sunway Hotel Seberang Jaya



| No. | Name of Participant(s) | Designation | Vegetarian? (please tick ✓) |
|-----|------------------------|-------------|--------------------------------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |

Closing Date for Registration:
19 February 2018

flexiEdge Training PLT
Shoplot No. 9, Ground Floor,
Hotel Equatorial Penang,
1, Jalan Bukit Jambul,
11900 Bayan Lepas, Penang.
Tel/ Fax: 604-646 8377

| | | |
|--|------|--------------|
| Registration Submitted By: | | |
| Company Name: | | |
| Company Address: | | |
| | | |
| Contact Person: | | Designation: |
| Tel: | Fax: | Email: |
| Payment: Enclosed herewith Cheque/ Bank Draft (No. _____) amounting to RM _____ for () participant(s), crossed and made payable to "flexiEdge Training PLT". OR Bank in / transfer to our CIMB Bank A/C No.: 800 794 3431 and send us the bank in/ transaction slip. | | |
| <p style="text-align: center;">Kindly send your completed registration form through email to Ms. Felicia Tham/ Mr. Quah Eng Siang at administrator@flexiedge.com.my or through fax to 04-646 8377. For further enquiry, please contact Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at Tel: 04-646 8377/ 012-479 8377/ 013-588 3355</p> | | |
| Terms and Conditions | | |
| <ol style="list-style-type: none"> 1. Fees are inclusive of program kits, refreshments, lunch and certificate of attendance. 2. Program confirmation will be notified through email before the program date. Kindly ensure the email provided is reachable. Please check your email, read the details especially the date, time and final venue and acknowledge the confirmation notification. 3. (a) Cancellation / notice of withdrawal must be given in writing (email) to us before program confirmation, no fee shall be charged. (b) No cancellation is allowed once our program confirmation is emailed to you. However, if registered participant is unable to attend, replacement is allowed. No shows shall be fully billed. No refund if participant/ replacement does not turn up on the training day. 4. flexiEdge Training PLT has the right to change the dates, time, venue, course leader or cancel the scheduled training due to unforeseen circumstances beyond its control. | | |

*This program can be customised for In-House Training upon request.
Please contact Ms. Felicia Tham/ Mr. Quah Eng Siang @ 04-646 8377/ 012-479 8377 or email us at administrator@flexiedge.com.my
for more details or proposal.*