

DEALING WITH DIFFICULT PEOPLE AND SITUATIONS

A WORKSHOP FOR MANAGERS & TEAM LEADERS

Most managers are selected for their skills in decision making, planning, organising and technical experience in the field – yet most of the work that managers do requires high level interpersonal skills. Dealing with difficult people and difficult situations is a regular challenge for managers.

Content

This workshop will walk Managers and Team Leaders through the process of dealing with difficult people and situations in their work. It will be highly interactive, with a mix of theory and practice.

The content will be shaped by the expressed needs of participants but will focus on dealing with difficult employees, colleagues, and managers. It will include frameworks for analysing conflict and difficult work situations, managing yourself during these scenarios, employing emotional intelligence and maximising the opportunity for positive outcomes and the ability to turn seemingly intractable situations into effective working relationships.

A continuum of approaches will be presented, including getting the best out of people through understanding them, conducting difficult conversations and giving and receiving feedback through to conducting more formal processes including performance management. Participants will leave feeling empowered, seeing difficult situations more hopefully and confident in their ability to use strategies learned experientially in the training.

WHEN Friday the 11th of June 2010
9.00 A.M. to 4.00 P.M

WHERE Lavalla Centre
58 Fernberg Rd Paddington Qld 4046

FEE \$261.00 includes lunch, morning & afternoon tea, workshop notes, CD with notes and templates.

IN-HOUSE WORKSHOPS CAN ALSO BE ARRANGED

To register:

Please complete the attached registration form.

About the facilitators:



Geoff Fitzgerald has twenty years experience in Counselling, Management, Workplace Counselling and Consulting and Training. Geoff regards every

impasse, difficulty or crisis as an opportunity for development and growth. It is this underlying theme that imbues his work with organizations, individuals and families. He is particularly keen to promote greater emotional intelligence and to connect the growth of individual integrity with the growth of more productive interpersonal relationships. Geoff is in private practice as a counsellor and consultant. He has a Bachelor of Social Work and a Masters of Social Work. Geoff is a Clinical Member of the Queensland Association of Family Therapists.



Matthew Ford is a Brisbane based consultant with extensive experience in strategic planning,

program management, evaluation, quality systems and training. Facilitation is the foundation of Matthew's work. He designs and facilitates processes for people coming together with a purpose. Matthew has worked with groups and organisations, both large and small, tailoring processes for a range of planning, project management, peer mentoring and evaluation activities. Matthew draws on a breadth of experience across the community, government and private sectors. He has a Master of Business Administration and a Bachelor of Arts (Psychology) from The University of Queensland and the Certificate IV in Training and Assessment TAA40104.

For more information

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