

## Dealing with Difficult People and Situations

Resolving conflict, putting out fires and calming excited people can all be part of a day's work! This one day workshop will change the way you view your world and give you a better working perspective of conflict.

If you would like to discover how to break the cycle and approach conflict from an entirely different perspective – this one day workshop is for you.

### Topics covered during this workshop:

- Useful conflict Vs what's not
- Growing conflict – view from the box – which box?
- The power of intention – how amazing
- Approaches to conflict – which one to take
- Beliefs that inhibit our progress
- Reframing the situation
- Preparation for negotiation and dealing with breakdowns
- Seven step approach to resolving conflict
- Using "I" statements – they work!
- Action plans for results – the homework



### Your Presenter: Jan Sky

Jan has trained the People Management module of the TAPS Payroll Management Certificate course for 11 years and has had over 25 years experience dealing with corporates, both individuals and teams. Her wealth of knowledge, experience in the area of time management has been gained by her studies and learnings from clients who range from executives to in-mates in gaol as well as personal achievements.

If you have any enquiries, please contact us.

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**Refund Terms and Conditions** | Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Alternatively a full refund will be made for cancellations received in writing 2 weeks prior to the course workshop. A 50% refund will be sent for cancellations received 1 week prior to the course. Regrettably no refunds can be made less than 7 days prior to attendance date.



grow your knowledge

Forwarding the application, either Fax back to: 02 9258 2155 or  
eMail the application to: [training@payroll.com.au](mailto:training@payroll.com.au)

**Your Details** **PLEASE PRINT**

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_ P/C \_\_\_\_\_

Billing Address \_\_\_\_\_ P/C \_\_\_\_\_

PH \_\_\_\_\_ FAX \_\_\_\_\_

eMail \_\_\_\_\_

Member No. \_\_\_\_\_

**Scheduled Location 2009 \* (X) selection**

<b>Sydney</b>
<input type="checkbox"/> February 23
<input type="checkbox"/> March 31

**Full Member** \*gst inclusive  
 1Day Course | \$480.00

**Non & Other Member** \*gst inclusive  
 1Day Course | \$545.00

**Payment Options**

\*payment must be received prior to course attendance.

- Cheque - payment enclosed       Cheque - invoice required prior to payment  
 Credit Card - details provided below       EFT - invoice required prior to payment

<input type="checkbox"/> Mastercard	Card No. _____
<input type="checkbox"/> American Express	Expiry Date _____
<input type="checkbox"/> Visa	Card Holder _____
<input type="checkbox"/> Bank Card	Signature _____
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