

Dealing with Challenging People Interaction

By Caroline Dawson



Introduction

We are in the business of building relationships! People are not necessarily difficult to deal with. They only seem difficult because we lack the skills of an appropriate communication style. It is imperative that we are equipped with the essential skills to handle different groups of people. You will learn the appropriate communication styles that will help you avoid ineffective communication and improve work relationships. Do not let negative experiences affect your willingness to try and get along with anyone! Discover how you can use the DISC as a tool to come out tops with not just textbook answers but tried and tested techniques as well!

Learning Objectives

On completing this program, participants will be able to:

- Reduce stress levels among colleagues.
- Confidently handle challenging dialogues in a calm fashion.
- Promote work productivity and sense of belonging in the workplace.

Course Outline

RELATIONSHIP BUILDING

- People reading.
- Using EQ to interact positively with your colleagues and subordinates; and clients.
- Identifying, discerning and escalating people's needs and expectations.
- Making people feel valued and important.

UNDERSTANDING PEOPLE COMMUNICATION TENDENCIES

- Identifying different communication styles.
- How to use the four personality type psychometric tool (DISC) to communicate to different groups of people.
- How to leverage on one's strengths and work on weaknesses.

ASSERTIVE SKILLS

- Managing challenging conversations.
- Adopting 5 key assertive skills.
- Asking appropriate questions during conflict management.

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ABOUT THE TRAINER

Caroline Josephine Dawson holds a Master of Arts degree in Mass Communications from Nanyang Technological University (NTU), Singapore. She has more than 12 years of invaluable experience as an Editor of lifestyle and technical publications and 10 years teaching business management, environmental and soft-skills communication.

During her numerous corporate exposure with local and foreign participants, Caroline has provided counselling and coaching services to many multicultural individuals and teams while also mentoring fellow educators in developing their professional skills.

Caroline's wide ranging expertise in the field of communication and management is just one half of the equation as her focus lies in the other where corporate education must always serve the business need and that any development intervention is an investment that must deliver a return. In this respect, Caroline uses a combination of tailored activities and has mastered the art of utilising pedagogical methods with minds! Her pragmatic real world approach ensures that she understands and responds to the real pressures and issues faced by adult learners especially. By closely observing and identifying individuals with special learning needs, she has maintained that experiential, innovative teaching methods and highly interactive curriculum are key motivational factors that enhance one's communication and personal development skills.

Caroline is the Second Deputy to the International Women's Federation of Commerce and Industry (Singapore), Advisor to the SMGM Foundation, India and Member of the Business and Professional Women's Association (S) 3rd Chapter and Society of Singapore Writers where she lectures on effective business writing, management and communication skills. She has attained the Diploma in Teaching English to Speakers of Other Languages (TESOL) certification through the London Teacher Training College and also teaches English as a foreign language. Caroline is also an MBTI® ,DISC and Enneagram Accredited Administrator and she has administered the tools to top level managers and supervisors on managing their leadership styles and team members affectively. Her academic qualifications and wide ranging expertise in the field of communication will certainly enrich the training and coaching programs she conducts.

