

HANDLE DIFFICULT PEOPLE

MATERI PELATIHAN :

HARI-1 :

- Five misconceptions in communication
- What is difficult people
- Managing conflict
- What is and why we need
- Conflict analyze
- Determine management strategy
- Negotiation without conflict
- Understanding to denied understanding
- Why do difficult people resist new opinions
- Six keys to conquering resistance
- How to handle conflict it self
- Important five to changing attitude

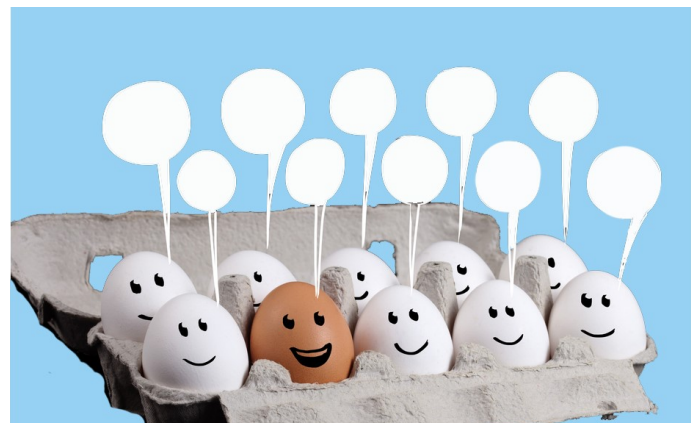
HARI-2 :

- People have dramatically changed how to live and work
- Use good judgment
- Better data not bigger job titles to job discussion
- Five believes "HEART" to make amazing people
- Five tips to implement challenging employee to grow up
- Nine keys to handling challenging personalities
- Win Win situation to grow up entity



TUJUAN PELATIHAN :

- Mengetahui potensi konflik di setiap level manajemen berkaitan dengan *job responsibility*.
- Mengetahui *employee character* dampak dari pekerjaan sehari hari nya.
- Mengetahui potensi konflik sejak dini.
- Memahami bahasa komunikasi untuk menghadapi "nice people".
- Membangun *win loose to win* untuk berkembang bersama.



PESERTA :

Leaders up Level, berpengalaman kerja minimal 3 tahun, mempunyai posisi di level managerial.

MANUFACTURING

TRAINING

AND

CONSULTING