



AVENTIS
LEARNING GROUP

The Stress Free Way to Deal with Negativity, Bad Attitude and Difficult People at Work

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Introduction



We all have people who push our buttons. They drain our energy, take us off track and infect the rest of our life. Nothing affects employee morale more than persistent negativity at work. Whether it is office politics, hostile relationships, or lack of trust, workplace negativity lowers the energy of your organization and impact productivity and staff engagement. Everyone suffers when the atmosphere at work is negative – the employees, leadership, and ultimately the organisation and its bottom line.

A 1 Day Workshop on How to Positively deal with the negativity at Work

Let organizational Coach, Ms Angie Toh share with you positive and effective ways to intervene difficult situations or people that cause negativity at work. In this 1 day practical workshop, you will learn how to manage yourself and others better when faced with negative people or situations at work.

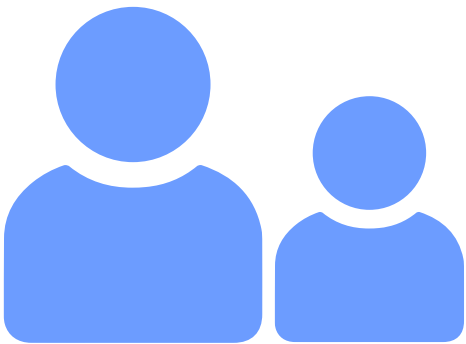
Learning Outcomes



Stop misbehaving people from wreaking havoc in your workplace and in your personal and professional life. This seminar is jam-packed with practical techniques and tips to deal with negativity at work.

- Different strokes for different folks – how to deal with different types of negative colleagues, supervisors or subordinate
- Art of mindful leadership – uncover the root cause and neutralize negativity at work and tame toxic behavior
- Using verbal and non-verbal communication techniques to de-escalate tense situation
- Surviving emotionally charged situations – techniques on how to stay cool in any stressful situation
- Understand your emotional triggers so you know how they can impact your relationships with others
- The positive psychology approach to confidently deal with manipulative and over-the-top personalities
- Recharge and refuel your life, work, and team with positive energy through breathing techniques to release stress by reframing problems into opportunities

Who Should Attend?



This workshop is designed for anyone who has to deal with difficult people or negativity at work. This workshop is specially designed with the following groups of working professionals in mind:

- Human resource managers, team leaders, retail managers, educators, consultants, customer service representatives will all benefit from this workshop.
- Managers, supervisors and business executives who are constantly working under a fast paced and changing environment
- Senior government officers, HR professionals, consultants and leaders who are involved in people management

Course Outline

1. Understand the Psychology of Difficult Person

- Understand the 12 types of Difficult People
- Insights into why people behave the way they do

2. Emotional Triggers : What hooks You and how to Unhook

- What pushes your buttons
- What happens to our brain when we are triggered
- Fight, Flight and Freeze response
- Strategies to manage ourselves when we are triggered
- Understand the power of one's thoughts and how to change our thoughts and emotions

3. Effective Communication with Difficult People

- Master the craft of listening, speaking and questioning to prevent misunderstanding or let difficult people bully you
- Nonviolent communication

4. Strategies to deal with difficult People

- Experience the 8 stress free strategies to deal with difficult people



Course Details



1 Day
9am - 5pm (Classroom)
9.30am - 4.30pm (Virtual)



Classroom Learning at
Holiday Inn Orchard City
Centre / **Virtual Learning**
via Zoom



(65) 6720 3333
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\$780 Before GST



Trainer's Profile



Certified Peak Performance Coach: Angie Toh

Angie Toh is a Peak Performance Coach with over 20 years of experience who will share enlightening stories and case studies that demonstrates how you can conquer negativity and inspire others to adopt a positive attitude through training and private coaching.

Angie's last corporate role was with the global leadership and coaching organization as the Director of Coach Certification. She was heading the coaching division for the organization in Asia as well as leading a team of sales staff globally. She decided to leave the corporate world to focus on her passion for training and coaching full-time in 2012. Angie's passion is to help busy professionals and business owners to succeed on their own terms and achieve breakthroughs in their personal and professional life. Her mission in life is to facilitate and help others to gain insight into their true potential, to expand their awareness of who they could become as a person, and live a purposeful and successful life.

Angie has also appeared on Channel News Asia sharing on the power of breath; FM938 Live on overcoming negativity at work. Her extensive list of corporate clientele includes Great Eastern Life, Mindchamps Holdings, Robert Bosch (South East Asia) Pte Ltd, Vanderlande Industries Singapore Pte Ltd, DBS Bank, Aracdis Singapore Pte Ltd, Pacific Life Re, Parkway Cancer Centre etc.

Testimonials

"I find it (learning via zoom) great! No need to commute, same as being in a classroom, interaction still goes on. Great trainer! Very experienced and gives practical strategies. Useful for work and personal life."

- Shahidah, Language Executive – State Courts

"Good. I enjoy the online experience of learning. It was also convenient for participants to chime in and share their views and experiences. Angie is personable and enlightening. The course helps you to be self-aware of your triggers and behaviour."

- Shamila, Deputy Director – MHA

"It's a good learning experience (via Zoom). Angie is very engaging and knowledgeable and approachable. A very pleasant learning experience with her. Definitely will recommend the course as the staff was very prompt and informative too. Thank you so much. It's always with good facilitator and good admin that bring up the good reputation of the school too."

- Agnes, Assistant Manager – NIEC

Testimonials

“Good experience (via Zoom). The trainer is able to identify the problem well and relates to the right solution. The course helps to identify areas to improve communication.”

– Willy, Program Manager – MHA

“Very knowledgeable and relatable. Opens up to new perspectives that are applicable to work and life.”

– Rohajirah, Senior Case Manager – Family Justice Courts / Supreme Court