

## TARGET AUDIENCE

This workshop is appropriate for all members of staff.

## WORKSHOP CONTENT

Difficult people in the workplace is normal. This workshop will assist you in identifying and managing different personalities by increasing your skillset to construct an encouraging environment with open and honest communication.

This workshop will allow participants to:

- Develop specific strategies for conflict resolution
- Recognize classic profiles of difficult people and strategies for handling them
- Pre-empt challenging situations and avoid escalating them further
- Develop communication skills designed to improve your delivery of bad or unpleasant news
- Recognize personality types with which you may clash
- Develop assertive skills and behaviours
- Handle aggressive behaviour
- Deliver negative feedback to a colleague or subordinate
- Give positive feedback
- Calm angry, upset and unresponsive individuals

## FACILITATOR

### Jeneice De Coteau

Ms. Jeneice De Coteau has been trained in the field of Mediation at both the Dispute Resolution Centre and the Conflict Resolution and Mediation Centres of Trinidad and Tobago and is currently a certified Mediator by the Mediation Board of Trinidad and Tobago. Ms. De Coteau has been formally trained as a Counsellor with the University of the West Indies – Open Campus.

## WORKSHOP SCHEDULE

**Time:** 8:15 am – 3:45 pm  
**Date:** Thursday, October 25<sup>th</sup>, 2018

**Facilitator:** Jeneice De Coteau

*Lunch and Coffee Breaks included.*

## REGISTRATION

Registration Deadline: Tuesday, October 23<sup>rd</sup>, 2018  
To register please contact:

**Miss Ruqayyah Ali**  
**Trinidad and Tobago Insurance Institute**

8 Stanmore Avenue, Port of Spain

☎: 624-2817/625-2940/624-9905

☎: 625-5132

E-mail: [ruqayyahali@tii.org.tt](mailto:ruqayyahali@tii.org.tt)

Visit us on the Web: [www.tii.org.tt](http://www.tii.org.tt)



**REGISTRATION FORM  
DEALING WITH DIFFICULT PEOPLE... 2018**

|  |  |           |  |
|--|--|-----------|--|
| Name of Participant:   |  |           |  |
| Job Title:   |  |           |  |
| Mobile Number  |  |           |  |
| Email Address  |  |           |  |
| Company  |  |           |  |
| Address  |  |           |  |
| Contact Person   |  |           |  |
| Tel:   |  | Ext       |  |
| E-mail:  |  |           |  |
| Meal Preference: <input type="checkbox"/> Chicken <input type="checkbox"/> Fish<br><input type="checkbox"/> Vegetarian <input type="checkbox"/> Vegan (No milk, eggs)  |  |           |  |
| Any Special Needs/Allergies:   |  |           |  |
| <p><b>Places are guaranteed on a <u>pay-first basis</u> up to a limit of 20 persons. Deadline for registration is October 23<sup>rd</sup>, 2018. <u>NO refunds will be entertained.</u> Please contact the TTII if your registration is not confirmed within 48 hours.</b></p> |  |           |  |
| Authorized Signature & Stamp   |  |           |  |
| <p><b>The TTII does not accept cash. Payments can be made by Debit (Linx)/Credit Cards, <u>MEMBER Company Cheques</u> or <u>Manager's Cheque.</u></b><br/> <u><b>PAYMENTS ARE DUE NO LATER THAN 1 WEEK FROM THE DATE OF WORKSHOP!</b></u></p>                                  |  |           |  |
| <b>DEALING WITH DIFFICULT PEOPLE... 2018</b>   |  |           |  |
| <b>For Official Use Only</b>   |  |           |  |
| Date   |  | Receipt # |  |
| Authorized Signature   |  |           |  |



**TTII**

**Dealing with Difficult People  
and Establishing Positive Relationships**

**Date: October 25th, 2018**

**Time: 8:15 am - 3:45 pm**

**Venue: TTII**



**MEMBERS: TT \$1,250.00**

**NON-MEMBERS: TT \$1,500.00**