



InnerCents



Managing Difficult People the Easy Way

STRENGTHENING
THE POWER
OF POTENTIAL

INTRODUCTION

In today's times with skill shortages and high pressure on margins, management becomes a crucial element in bringing the best out of people and creating an environment which fosters productivity, creativity and collaboration.

InnerCents leadership workshops provide training in the key areas of management that will sustain high growth and employee satisfaction.

- **Learn what motivates and inspires people to action**
- **Learn how to unify and develop teams into focused and productive strategic units**
- **Learn about why people choose to stay with certain organisations and why they leave**
- **Learn effective ways of how to manage people's emotions and how to create a culture of collaboration and support**

WHO SHOULD ATTEND:

- ⇒ **Senior Managers**
- ⇒ **Middle Managers**
- ⇒ **Team Leaders**
- ⇒ **Business Owners**

Managing Difficult People the Easy Way

Why is it that some people are so hard to get along with while with others it seems so effortless?

Because everyone is different, managers are continually required to change their management style in accordance to the person with whom they are interacting.

Managing this diverse range of personality types requires a unique skill set that many managers find challenging. What if there are simple techniques that would foster positive and constructive relationships?

This workshop gives you the skills to recognise the different types of behaviour styles prevalent in your team and provides practical tools to effectively communicate with these different types of styles.

Workshop Objectives

The objective of the workshop is to assist managers to deal with difficult people in the most effective way.

One of the key skills of a successful manager is the ability to communicate effectively in interactions. This becomes challenging when having to resolve personal, sensitive and important issues.

This program will equip managers with the knowledge and tools to not only understand the difficult people they manage but also to provide practical approaches and strategies to communicate and manage them.

Workshop Outcomes

The outcomes of the workshop are:

- To understand why people are difficult
- To discover who the difficult people are and how to identify them
- To learn how to most effectively deal with difficult people
- To develop the essential communication skills in challenging situations
- To learn how to change the behaviour of difficult people

Your Facilitator

Meiron Lees



Meiron Lees is the Executive Director of InnerCents, and the author of *D-Stress, Building Resilience in Challenging Times*.

Meiron has spent most of his professional career dedicated to strengthening businesses through his unique coaching and training programs. He has developed training, coaching and mentoring programs in the areas of Leadership, Management, Sales, Strategy, Performance Management and Stress Management—incorporating the latest research and leading edge strategies in his training and coaching programs.

Meiron's philosophy for business is that profits cannot be separated from the people that create them. He believes that high performance and loyalty can only be sustained when a deeper purpose is fulfilled.

To date over 3500 executives, partners and managers have attended his programs worldwide. His clients include IBM, Citibank, PwC, Harvey World Travel and Symantec to name a few.

He is a member of the Australian Institute of Training and Development (AITD), the Australian Institute of Management (AIM) and the International Coach Federation (ICF).

WHO WE ARE

InnerCents is a leading corporate training and coaching company specialising in the areas of Leadership, Sales, and Stress Management.

We synergise people and profitability and we are passionate about enhancing individual effectiveness and the sustainable competitive advantage of Australian organisations.

Our Philosophy

Our belief is that profits cannot be separated from the people who create them.

Our passion is to strengthen organisations by creating opportunities for development.

We support organisations that are committed to achieving outstanding results through constant learning and development.

Our Vision

To be the supplier of choice for training and coaching services to all Australian organisations.

Our Purpose

To transform organisations into creative, inspiring and action-oriented environments where people choose to go to engage and make a difference.

Our Values

Our Company values are:

- Commitment
- Results
- Understanding
- Care
- Partnership
- Open Communication
- Objectivity
- Differentiation

The Way We Work

We customise every program!

We believe that for you to gain the most benefit from our programs they need to be tailor-made to suit YOUR specific organisation and requirements.

EMAIL US FOR MORE INFORMATION:

Click here: info@innercents.com.au

CONTACT US:

To enquire about any of our programs or workshops, please call, email, or write to the details shown below.

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InnerCents

DEVELOPING PRODUCTIVE, LOYAL PEOPLE