Handling Difficult People (1-Day)

Background
"No man is an isle" -- we've heard this adage umpteen times. Yet oftentimes, the trouble with working in small groups or leading teams with tight resource constraints mean inevitably that conflicts will occur. You’ll experience the rough edges, deep nagging discomfort or at times, just enjoy the commonality you share with the people you work with. This workshop is about empowering yourself with the right level of self-awareness and then equipping yourself with the essential ability to profile and read others effectively. This way, when the bridges of understanding and empathy are drawn out, communications and working styles become fluid and all of a sudden... people are just people, they are not simple or difficult.

Methodology
To allow participants to understand, appreciate and apply the different techniques of handling difficult and diverse people; they’d go through a combination of theoretical run-downs and practical hands-on activities including videos, skits, live pitches and role-plays.

The Extended DISC® profiling system will equip participants with an effective framework and tool to facilitate self awareness and also be able to effectively and quickly profile people around them so they are equipped with the right tools and knowledge to aid them in working with people who are vastly different from them.

Objectives
1. To appreciate the basic frameworks and relevant psychological backing of the Extended DISC® Profiling System
2. To understand their personal Extended DISC® profiles and how to apply it on their personal, small team, work and leadership scenarios
3. Understand the psyche of common difficult personalities type and how best to work with them for common scenarios

Content Overview
1. Extended DISC® Profiling System
   a. Shallow dive into the Extended DISC® Profiling System
   b. Application into personal, small team, work and leadership scenarios
2. Common “Difficult” Personalities Type
   a. Understanding the diverse group of "difficult people"
   b. Establishing the most effective working and communication styles
   c. Scenarios & Resolutions
3. Application & Brainstorming for Solutions
   a. Small Group Projects
   b. Interviews
   c. Public Speaking
Benjamin Loh

Associate Certified Coach (ACC), International Coach Federation (ICF)

Public Speaking Coach & Trainer

Being on stage means differently to many people.

For some, it’s where they become a bundle of nerves and the entire experience turns awry. For others, it’s the pedestal for glory and their precious “minutes of fame”

For Benjamin, being on stage means finding his “voice” in his “stage of life”. The stage is the platform where he has discovered what it means to be one with himself – to speak with authenticity and passion about what matters to him.

This is the philosophy and the intention he brings forth to his public speaking training and coaching – that when you are able to discover and create why it means for you to be on stage, the other aspects of speaking (like speech delivery and content) come naturally with ease.

Till date, Benjamin has been a seasoned public speaker and emcee for the past 4 years. He has trained over 400 clients in the following subject matters – public speaking, presentation skills, coaching, interview skills and youth leadership. Benjamin is also one of the youngest Associate Certified Coach (ACC) with the International Coach Federation (ICF) based in Singapore. His training and experience as a professional coach further empowers him to work intimately with his clients on the inter-personal level.

To constantly sharpen his craft and gain more stage time, Benjamin enjoys the thrill and excitement that comes from competing on the stage. He has finished off strong as the Top 8 Finalists in the Singapore Can Speak 2010, a nation-wide public speaking competition for youths. He was also the Charter Club President of the Charisma Toastmasters Club under Toastmasters International and clinched 7 championships titles in his maiden attempt in competing in the Humorous & Evaluation Speech Competition. Also, he has led his team to clinch championships for the YMCA Youth For Causes 2009 and the Parkroyal – Singapore HR Challenge 2011. In the latter, he has also been awarded as the Best Presenter for the University Category.

“Benjamin founded a Toastmasters Club recently and he is not only able to impress more seasoned speakers with his steady stage presence and charisma but also is extremely willing to train his other Club members to do likewise.”

- Soon Loo, Director of AdvantEdge Coaching
**Training Credentials**

*Founder & Principal Trainer, Speaker’s Flare Training & Consultancy*

- Trained more than 300 clients in public speaking, presentation skills and facilitation

*Trainer & Accounts Manager, Take The Stage*

- Trained more than 200 clients (students from secondary schools and JCs) in Public Speaking, Interview Skills, Debating and Leadership

*Life Coach, Supervising Coach & Coach Trainer, Executive Coach International (ECI)*

- Trainer for over 20 apprentice coaches to date in basic coaching, questioning and communications skills
- Designed and crafted training curriculum in accordance to International Coach Federation (ICF) training standards

**Event Hosting**

- Joo Chiat 17th term BGM
- Joo Chiat Photography Competition
- East Coast GRC & Joo Chiat SMC Forum
- Dover Park Hospice – Sunflower Remembrance Day
- Russia Singapore Business Forum (RSBF) 2011 – Opening Party
- Singapore Anti Narcotics Association (SANA) D&D 2011
- SMU School of Accountancy Commencement Ceremony 2012

**Awards & Accolades**

- Associate Certified Coach (ACC), International Coach Federation (ICF)
- Country Ambassador - Commonwealth Youth Ambassadors for Positive Living (CYAPL) 2008
- Country Ambassador - ASEAN+3 Youth Festival (AYF) 2008
- Ambassador, SMU School of Accountancy (SoA) Programme 'It's all about Social and Ethical Responsibility'
- Champion, SMU EyE Cashflow 101 Competition
- Champion, YMCA Youth For Causes 2009 Competition and awarded Best Team (above 21 years category) Award and Best Public Outreach Award
- Singapore Soka Association - Ikeda Peace Award 2009/2010
- National Youth Council (NYC) Singapore - Stars of SHINE 2010
- Youth Endeavor Award (YEA!), Mendaki Club Singapore
- Champion (Tertiary Category), Parkroyal - Singapore HR Challenge 2011
- Best Presenter, Parkroyal - Singapore HR Challenge 2011