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Handling Difficult People

by Monette Iturralde-Hamlin



February 24, 2010 • Mandarin Oriental Hotel, Makati City

ADVANTAGES of knowing how to handle difficult people

In your personal and professional lives, where half the time you have no control over who you work with, it's inevitable to meet people you find difficult to deal or work with. How do you transform conflict into cooperation and generate results? How can you get what you project and expect from the people around you? What if you're the one who's actually difficult?

Living and working harmoniously with each other is one of the most crucial factors in achieving desired results. Monette Iturralde-Hamlin's seminar, "Handling Difficult People," will walk you through the different approaches in dealing with difficult people as well as understanding yourself better in order to combat situations wherein you are the difficult person.

BENEFITS of attending the seminar

Find out the secrets and strategies on how you can coexist harmoniously with difficult people in the workplace. Participants would learn more about:

- How to get to know yourself as well as others by identifying the different personality types and associating them with yourself
- The ways to skillfully communicate, listen, and get what you expect and project
- Gauging if you're the difficult person and how to effectively counter it
- Changing your attitude and behavior through knowing how to change your reactions and perspectives

Who should ATTEND

Anyone concerned in creating a harmonious environment for employees, HR Managers, Sales and Marketing Executives, Managers, among others.

About the SPEAKER



Monette Iturralde-Hamlin, president and founder of TeamAsia, is a renowned speaker who regularly conducts workshops on business writing, presentation skills, cross-cultural management, teambuilding, and handling difficult people. Her workshops are offered to the public and are typically fully subscribed. Monette is frequently invited to present these specialized seminars and workshops in-house for major global brands, multilateral institutions, and government agencies.

Monette is a hands-on manager, taking direct responsibility for such innovative programs as The Asian Management Awards, Asia's first region-wide award for regional excellence, as well as overseeing the execution of a wide range of highly targeted events, from exclusive breakfast briefings to gala product launches to public seminars of the world's top business speakers.

Monette's professional associations include the People Management Association of the Philippines, the Philippine Society for Training and Development, the League of Corporate Foundations, and the Philippine Association of Conference and Exhibit Organizers and Suppliers. Monette completed her Bachelor of Arts majoring in Psychology at the College of the Holy Spirit, graduating Summa Cum Laude. Her post-graduate studies were at the Asian Institute of Management where she completed her Master in Business Management with Distinction.

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Please contact 757-3500 extension 326 or email Agnes De Castro at acrdecastro@teamasia.com.

Fill-Up Form

Handling Difficult People

Name _____ Company _____ Fax No. _____
 Nickname _____ Address _____ Mobile _____
 Position _____ Contact No. _____ Email _____

INVESTMENT DETAILS

Regular Rates:

- Individual Php 10,500
 Group of 3 Php 10,000/person
 Group of 5 Php 9,500/person

Early Bird Rates (registration/payment received on or before February 5, 2010):

- Individual Php 9,500
 Group of 3 Php 9,000/person
 Group of 5 Php 8,500/person

PAYMENT DETAILS

- Cash Charge to Credit Card
 Check Payable to Hamlin-Iturralde Corp.
 American Express Master Card
 Bankard RCBC
 Diners Visa

CREDIT CARD DETAILS

Cardholder's Name _____
 Card number _____
 Expiry Date _____

*Early bird rates until February 5, 2010.

*Investment covers am/pm snacks, lunch and participant kit

*Registration kits are non-refundable but transferable

*Cancellation of registration without penalty at any time will be given three weeks prior to the seminar. These may be subject to change without prior notice.

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