



How to Deal with Angry and Demanding People

Hervey Bay, Qld - 9am to 3pm, Thursday 16th Oct. 2008 – Hervey Bay Boat Club
Roma, Qld - 9am to 3pm, Friday 7th Nov. 2008 - Starlight Motor Inn, 20b Bowen St, Roma
Melbourne – 9am to 3pm, Thursday 13th Nov. 2008 – Rydges Hotel, 205 Bell St, Preston

In this fun and practical seminar, you will learn how to

1. Defuse the strong emotions of others in three easy steps
2. Say "No" to people with unreasonable demands AND keep them on-side
3. Give feedback well to people whose behaviour you can no longer ignore
4. Deal well with people who are incapable of change
5. Be less affected by the aggression of others

Nice things people have said

"Not only did Ken's presentation help me hone my skills in dealing with difficult patients, the interactive format made for a light-hearted session with plenty of fun." **Dr Dan Manahan, Medical Superintendent, Stanthorpe Health Services**

"Great info I can use now! I feel a load lift in how I will handle my staff issues." **Lisa Beu, Business Services Manager, Tinana State School**

"After Ken's presentation, our staff felt much better resourced to deal with aggression as it arises from our young people in care." **Maily Pickering, Training Officer, Charm Support Services, Brisbane**

About the presenter

Ken Warren is Australia's leading speaker on Difficult People. Over the past 23 years, Ken has helped team members deal well with challenging co-workers, front-line workers to respond well to aggressive individuals, and helping professionals to better assist others in conflict.

Ken will show you how to transform difficult people into pussycats! Or at least into people who are much easier to handle. He is regularly featured in the media with columns in newspapers and interviews on radio. Ken is a great speaker for your next conference or training day. He can be contacted through 0406 402 800 or ken@positivepeoplesolutions.com.au

Your registration includes

- An interactive & enjoyable seminar
- Three bonus e-books valued at \$99
- Comprehensive notes
- A great morning tea and lunch
- A certificate of attendance
- Networking with lovely people

Your investment

3 or more registrations: \$230 each

Early-bird registration: \$259 if paid 2 weeks prior

Normal registration: \$299

Contact us

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Please register for the Dealing with Angry and Demanding People seminar in Hervey Bay Roma Melbourne

Name(s): _____ Position: _____

Organisation: _____ Address: _____

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