



Difficult Co-workers ... Made Easy

Brisbane 9 am to 3 pm, Thursday 10th September, 2009 | Windsor International, Cnr Lutwyche Rd & Bryden St, Windsor
Mackay 9 am to 3 pm, Thursday 3rd September, 2009 | Grand Mercure Flinders Room, 9 Gregory St
Townsville 9 am to 3 pm, Thursday 22nd October, 2009 | Rydges Southbank Hotel, 23 Palmer St

You might already know the personal cost of difficult relationships at work – feeling awful, health problems, and dreading to go to work. But there is also the direct cost to your workplace of sick days, reduced productivity, poor levels of customer service, and increased staff turnover. When you add it up, the cost is enormous.

After this empowering presentation, you will be better able to:

- Be more confident in dealing with challenging managers & colleagues
- Handle difficult conversations in ways where everyone feels respected
- Influence change with people whose behaviour you cannot ignore
- Effectively manage those people who are incapable of change
- Take better care of yourself while in the firing line

What people are saying

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

"I found Ken's seminar extremely useful in dealing with performance management with my staff, with practical steps and processes I can implement straight away."
Linda Ezzy, Area Manager, Endeavour Foundation, Rockhampton

"A really down-to-earth, practical and sensible approach to improving the minefield of workplace relationships. All high-stress workplaces would benefit from such constructive and functional advice."
Jackie Shapiro, Practice Department, Law Society of NSW, Sydney

About the presenter

Ken Warren is Australia's leading speaker and trainer on Dealing with Angry, Demanding and Unmotivated People. With his engaging interactive and positive approach, Ken has helped thousands learn how to turn difficult people around and bring out their best.



With 24 years hands-on-experience working with teams, Ken is no ivory-tower theorist. His practical strategies work in the field.

Ken is a great speaker for your next conference, association meeting or workplace training day.

You will enjoy his playfulness, his interactive style and find his ideas easy to put into practice.

Your registration includes

- An interactive & enjoyable seminar
- Three bonus on-line resources valued at \$99
- Comprehensive notes
- A great morning tea and lunch
- A Certificate of Attendance
- An enjoyable networking opportunity

Your investment

- **3 or more registrations:** \$239 (per person)
- **Early-bird registration:** \$269 (if paid two weeks prior)
- **Normal registration:** \$299

Contact us

Positive People Solutions

PO Box 54 Cotton Tree Qld 4558

Telephone: **0406 534 800**

Facsimile: (07) 3337 9875

(Use of the area code is required)

office@positivepeopleolutions.com.au

www.positivepeopleolutions.com.au

Please register for the **Difficult Co-workers Made Easy** seminar in Brisbane Mackay Townsville

Name(s): _____

Organisation: _____ Address: _____

Postcode: _____ Telephone: _____ Email: _____

Payment by Cheque Credit card Please invoice _____

Card type: Visa MasterCard Bankcard Name on card: _____

Card number: _____ / _____ / _____

Expiry: _____ / _____ Amount: \$ _____ Signature: _____