

KVALITO

TRAINING

UPSKILL YOUR TEAMS and THRIVE

DEALING WITH DIFFICULT PEOPLE

TRAINING TIME

DURATION: 1 Full day (8 hours)

LOCATION: VIRTUAL

ABOUT US

KVALITO Consulting Group is a strategic partner and international network for quality and compliance service for regulated industries. Headquartered in Basel, Switzerland, we have subsidiaries in Germany, Czech Republic, Ireland and Malaysia. With our enthusiasm for progressive technologies and our in-depth knowledge of industry best practices and regulations, we drive effective and efficient project delivery to keep our industry-leading clients ahead of the competition.

If you have any queries, please contact our team at training@kvalito.ch and we would be delighted to discuss your specific needs.

www.kvalito.ch

WHO SHOULD ATTEND

For Senior Management and all Employees Undergoing Transformation



TRAINING GRANT

CLAIMABLE UNDER HRDF SBL KHAS SCHEME



TRAINING KEY TAKEAWAYS

Day 1 (8 hour)

Course Breakdown

- Why people find it hard to deal with difficult people
- How we respond physically and psychologically
- How our physical and psychological responses affect our behaviours
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- 4 core roles that people play
- 6 human needs that people need
- Understanding different personality types /motivators
- Communicating clearly without emotion
- Effective communication methods (verbal)
- Effective communication methods (non-verbal)
- How to enhance relationships and create win-win outcomes
- Summary of content – linking it all together
- Subconscious reframing exercise



MEET THE TRAINER

After completing a degree in Psychology, degree in Human Resource Management and various training in leadership, safety and auditing, Niomi also obtained certification in Rapid Transformational Therapy (RTT)® and Clinical Hypnosis. Niomi has developed a unique approach to her training delivery that merges the practices behind traditional psychological theories with energy science to help people increase passion, focus, and accountability to not only deliver outstanding results in the workplace but also in one's life.

The sciences that form the foundation of traditional psychological and non-traditional modalities are combined in a unique way to develop connection and positive energy in the workplace helping your organisation thrive on an individual and group level. The programs delivered differ from your usual training program in that Niomi also works with the subconscious to fuse in the long-lasting results that enhance conscious leadership, inclusivity, psychological safety, retention/attraction of key personnel and cohesive contributions from teams. This level of change is a result from re-framing, not just training and will level up your business, giving you a recognizable edge over your competitors.