WORKING EFFECTIVELY WITH DIFFERENT PERSONALITIES

■ Course Objective

Upon the completion of this two-day training, participants are expected to:

- ☑ Identify the values of different individuals
- ☑ Develop better interpersonal and people skills
- ☑ Work well with diverse team members (different personalities and cultures)
- ☑ Develop oneself and deal effectively with different personalities
- ☑ Develop emotional intelligence, build strong relationship, and synergized productive team

■ Course Outcomes

Participants will be able to:

- ☑ Identify individuals' differences and difficult behaviors
- ☑ Do self-reflection and develop needed skills for dealing and working well with people
- ☑ Communicate, motivate, and control oneself more effectively
- ☑ Build trust, offer feedback, persuade, and deal with resistance more effectively
- ☑ Unlock team's potential through empowering questions& coaching skills

■ Course Outline

Module 1: Understanding People's Personalities

- People's Personalities and Behavior
- Understanding your Team & Needs
- Understanding Difficult Personalities

Module 2: Self-Awareness

- Whole brain functions
- Johari's Window Model
- Understanding Personal Values

Module 3: Understanding Individual's Personal Styles

- Personal learning styles
- Personal communications styles
- Norm and cultural differences

Module 4: Understanding about Motivation

- Motivation Theories
- Apply motivation based on individuals

Module 5: Dealing with Different Individuals

- Build rapport & Trust
- Develop Emotional Intelligence
- Use effective communication
- Use empowering questions & coaching skills
- Give effective feedback
- Apply persuading skills
- Dealing with resistance

■ Course Structure

The certificate course in Working Emotional Intelligence takes approximately 16 hours OR is offered 2 days. The course is by Mr. Buoy Borin, Certified Action Learning & Life Coach, MD of AdvancePlus Consulting. Participants will receive a Certificate of Participation upon successful completion of the course. The maximum number of participants is 20.