



## Taking You from Frontline Manager to CEO

### **Dealing with difficult people and Get Savvy to workplace stress**

#### Introduction

When we break it down, our workplace is made up of people. This is great in that we are social animals, we need to converse with and work others; on the other hand, people are the most unpredictable and contradictory species around. Our behaviours are influenced by our emotional state and our ability to recognise how our emotions might be impacting upon us. It is against this background that we bring these workshops to you.

Welcome to our 2010 *Workplace Wellbeing* workshop series, provided by John Coxon & Associates. This information kit provides you with details on the workshops, material covered, facilitator, dates, times and locations.

The *Workplace Wellbeing* series has been designed to help you develop practical strategies and competencies that will enable you to facilitate conversations, work collaboratively with others, contribute to team activities and reduce workplace stress.

#### Workshop topics

John Coxon & Associates are pleased to bring to be able to bring Janice Davies to Australia, too present two short workshops on *Workplace Wellbeing* in the Community and Healthcare sectors.

**Workshop 1: *Dealing With Difficult People*.** Fee for this workshop includes a copy of Janice Davies e-book *Dealing with Difficult People*

Get **RESULTS** in dealing with difficult people in your workplace by learning about:

- What constitutes a difficult person?
- Examine the 4 personality groups
- Learn why people 'push' your buttons
- Grasp why you feel great around some people
- Examine the keys to you creating an attitude change
- We're all the same but different- gender & cultural issues
- Disengaged people and bullies at work
- Learn about challenging behaviour
- Learn about 4 relationship scenarios
- Discover their related behaviour triggers
- Use effective communication to 'deal with tricky situations'
- Boost self Esteem and walk away tall, from any challenging situation

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Here's what others say - *It's given me a way through \* Wonderful, I needed this twenty years ago. I posted notes to remind me \* Great ideas I can use \* Clear presentation, useful for anyone at any level.*

**Workshop 2: Get Savvy to Workplace Stress.** This workshop has been designed to provide you with the tools to manage those events that create stress in your life and to provide you with strategies for minimising the impact of a stressful environment. During the workshop Janice will guide you through assessing your personal stress levels, identify those key workplace and lifestyle stressors and help you understand the role you play in managing your own stress.

*Reduce your personal stress and minimise the impact of stress situations through ~*

- Stress definition and people's reactions management
- Identifying workplace stress
- Taking steps to decrease stress traits
- Discover what you can & cannot change
- The role of effective communication
- Managing your work/life balance
- The 10 Commandments of stress management
- Stress triggers
- 13 causes of workplace stress
- Assessing your own stress traits
- Long term V Short term stress
- Being conscious of stressors
- Creating your personal de-stress plan
- The impact of stress upon success

Here's what others have to say - *Janice, your assistance and support during the presentation of a Stress Management workshop for our valued frontline staff, was greatly appreciated. Your enthusiasm was infectious and the content and its application were extremely useful to those attending to ensure greater effectiveness and personal satisfaction within their roles in the future. Thank you*

### Included in workshop fee is . . .

- ✓ Presentation by an experienced facilitator and workplace wellbeing expert
- ✓ Copy of Janice Davies' e-book *for those attending the morning workshop*
- ✓ Morning or afternoon teas provided
- ✓ Question & Answer session

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These workshops are based upon:

- Practical new skills applicable to customers, peers, work colleagues, employees and employers
- Not just theory, effectively tested in workplace situations and practical examples shared
- Easily implemented into everyday situations with techniques and solutions matched to examples

### Workshop Venues

**Melbourne:** Monday, September 13th.  
*Metropole Hotel, 44 Brunswick Street, Melbourne*  
*Workshop One:* 9.00am – 12 noon  
*Workshop Two:* 1.00pm – 4.00pm

**Sydney:** Wednesday, September 15th,  
*Citigate Central, Thomas Street, Haymarket, Sydney*  
*Workshop One:* 9.00am – 12 noon  
*Workshop Two:* 1.00pm – 4.00pm

### Your Investment

Workshop fee is \$175.00pp exc gst for *Working With Difficult People (includes e-book)* and \$165pp exc gst for *Savvy with Workplace Stress*. Registration must be made using the attached registration form. Your employer will be invoiced upon receipt of the registration form. Numbers are limited to the first 30 registrations received for each event. **Registrations close on August 13<sup>th</sup>, 2010.**

### Workshop Facilitator



These workshops are being presented by Janice Davies. <http://www.attitudespecialist.com/> Janice is an experienced motivational speaker for your conference and training needs, and also trains people's attitude towards success as a business trainer, holding conference workshops and in-house training workshops. Janice is also a management consultant and coach and has worked with organisations in healthcare and the community sector. She works extensively with employees' attitude at work and motivating people to boost their performances. Janice is an author and prolific writer on the topic of self esteem, positives attitude and workplace stress and is the author of *Say Yes' to a Positive Attitude*, *200 Power tips to Keep your Attitude Positive*, *How to get what you want in life and Achieve Success and Be a Winner by boosting your Esteem*. Janice is founder of International Self Esteem Day. Janice is a well respected speaker and is frequently sought after to speak at conferences and other events.

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### **My Personal Guarantee**

At John Coxon & Associates it is our philosophy is to offer professional development to managers in the health sector and non-profit sector, in line with our experiences working with these organisations. If following this event you do not believe there has been any benefit to you, I will refund the entire fee. No questions asked. This is my promise to you.

*John Coxon*  
*Principal Consultant*

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### Workplace Wellbeing Series 2010 Registration Form

Please print or type (copy and use separate form for each person)

Mr/Ms/Miss/Mrs: \_\_\_\_\_

Position or Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Organisation: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Suburb/City: \_\_\_\_\_

State: \_\_\_\_\_ Country: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ AH: \_\_\_\_\_

Name of approving manager: \_\_\_\_\_ P/O # \_\_\_\_\_

Please tick event you plan to attend:

**Melbourne:** September 13<sup>th</sup> Dealing with Difficult People (\$175pp exc gst) 9am-12noon   
September 13<sup>th</sup> Get Savvy to Workplace Stress (\$165pp exc gst) 1.00 – 4.00pm

**Sydney:** September 15<sup>th</sup> Dealing with Difficult People (\$175pp exc gst) 9am – 12noon   
September 15<sup>th</sup> Get Savvy to Workplace Stress (\$165pp exc gst) 2.00- 4.00pm

Should your employer be paying please do not send payment, your organization will be sent an invoice.

Have you completed your registration form yet? If so, thank you. Please reserve the event date in your diary now. Places are restricted to the first 30 applications received for each event.

Post this registration form back to John Coxon & Associates at the address below or email form to [admin@johncoxon.com.au](mailto:admin@johncoxon.com.au)

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