



持續教育學院  
School of Continuing Studies  
**Coping with Problem People and Difficult Situation**  
(應對難纏的人與困難的處境)

**Course Introduction 課程簡介**

‘Difficult people’ is a term synonymous with ‘Problem people’, and difficult people are often problematic. They could be your colleagues, friends, clients, customers or even yourself. While most people do not deliberately set out to be difficult or problematic, sometimes, they are unable to control their emotions or inner self. Learning the skills to deal with these people will certainly make working more effective, pleasurable and satisfying for you, decreasing your stress level and the stress level of the people around you for we sometimes “dump” our emotions on others, creating a vicious circle.

During the workshop, you will also learn about yourself and your possible role in complicating these situations. More importantly you will learn the art of managing such people while learning how not to allow other people’s emotions or unreasonable behavior to affect you.

**Course Outline 課程大綱**

**Understanding Behaviour and Its Effect**

- Behaviours and Why Some People are ‘Difficult’
- Example of ‘Difficult’ or ‘Problem’ People
- Are You Part of the Problem?

**How to Cope with Difficult People and Situations**

- Accentuate, Eliminate, Neutralise Strategies
- Use Feedback with Very Difficult People
- Understand Non-verbal Signals
- How to Respond
- Examples of Difficult People and Situations
  - ◆ Hidden Sarcasm
  - ◆ Condescending or Rude
  - ◆ Silent Judges –Unresponsive Behaviour
  - ◆ Information Keepers
  - ◆ Idlers
  - ◆ Perfectionists
  - ◆ Idea-Destroyers
  - ◆ Know-It-All ..... Etc.



**Learning Objectives 教學目標**

By the end of the workshop, participants will be able to:

- Understand why some people are ‘difficult’ or ‘problematic’, and to identify the associated behaviour and circumstances
- Analyse and take responsibility for your own actions
- Acquire the skills and techniques needed for coping with difficult people

**Target Audience 對象** Managers, Supervisors, Executives, Technical Staff, Anyone interested in self-development; 經理、主管、行政人員、技術人員或任何有興趣提升個人發展的人士。

**Instructor 導師簡介** Weelan HO 何慧蘭 小姐  
Principal and Director of PGA Consulting Limited  
Director of Ascent Global Services Pty Ltd (Australia)  
Accredited Myers-Briggs Facilitator  
Certified Trainer

### About Weelan Ho

Weelan graduated from the University of London with BSc (Econ), and a Master degree in Business Analysis with the University of Lancaster in England. She has always worked internationally, bringing with her 20+years of experience helping clients improve organisational productivity, efficiency, quality, service and bottom-line results through consulting, training, coaching and organisation development

Weelan works closely with all levels of management as they are the pillars of the organisation. Her in-depth knowledge of operations, processes, human performance, and behaviours makes her uniquely suitable to be a good coach and effective facilitator.

Currently, as the Principal for PGA Consulting Limited, she works with a variety of clients including multinationals, SMEs, family-owned enterprises (FOE) across Asia Pacific in multiple industries, as well as collaborating with institutes such as the Hong Kong Management Association, in addition to conducting open training programs for PGA Consulting Limited.

Weelan writes articles relating to leadership, change management, talent management, customer service, learning and personal development that are published in T/Dialogue and E-news for the Hong Kong Institute of Accredited Accounting Technicians (HKIAAT). She reads, writes and speaks a few languages including English, Cantonese, Putonghua and the Malay Language in addition to speaking other Chinese dialects.

**Medium of Instruction 授課語言** English and Supplemented with Cantonese and Putonghua depending on the needs, requirements and preference of the participants. Course material will be in English unless specifically requested for customized in-house training.

英文輔以中文及普通話教學；視乎學員或課程的需要。而教材將採用英文教學；內部培訓要求除外。

**Venue 上課地點** Alameda Dr. Carlos D Assumpção 335-341, Hotline Centre, 10/F, Macau  
澳門新口岸宋玉生廣場 335-341 號獲多利中心 10 樓

### Course date & time 上課日期

11 Nov, 2013	Mon 09:30 to 18:00	(Total hrs: 7.5)
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**Tuition Fee 課程費用** MOP 2,200

**Class Size 收生名額** 15 people

All fees are non-refundable and non-transferable. (The school has full right to withdraw any course anytime).

Therefore, student is advised to consider carefully about the course time and personal situations before application.

所有費用一經繳交，恕不退還或轉讓（本院取消開辦該課程除外）。因此，報讀者於報名前，請考慮清楚上課時間及視乎個人具體情況而決定報讀與否。

**Enquiries 查詢** Tel: 8796 1999 / 8796 1998 Email: [scs@must.edu.mo](mailto:scs@must.edu.mo)

Website: <http://www.must.edu.mo/scs-tw/admission/diploma-certificate-programs/news>

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持續教育學院致力開拓終身學習機會，如欲收到本學院之課程資料，可發電郵至 [scs@must.edu.mo](mailto:scs@must.edu.mo)，並提供閣下之電郵地址，標題主旨為 “加入通知群組”。

We also offer in-house training for corporations/Government Departments/schools, tailor-made with respect to your choices of topics, time, place, and group of attendees. Please contact us for more information.

我們亦為機構/政府部門/學校等提供內部培訓，按各機構不同之要求(主題/時間/地點/對象)而訂定培訓內容。請與我們聯絡。