



PERSONALITY AT WORK (The Power of Positive Thinking)

Ref.	
Date	December 06 - 10, 2008
Venue	Khobar, KSA
Price	US\$ 2,250

Audience:

This course is valuable for everyone who wants to enhance his personality, assertiveness and develop effective workplace relationships.

Objectives:

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

- Analyse the basic principle underlying perception and human behaviour
 - Deal with different personalities and difficult people
 - Communicate and analyse the verbal and non-verbal components of the communication process.
 - Adapt an assertive approach
 - Improve skills of dealing and positively influencing others

Course Outline:

- Perception and Human Behaviour
 - The Significance of Perception in human Relationship
 - Developing positive attitude
- What is personality
 - personality determinants
 - self esteem
 - matching personalities and jobs



- The Process of Verbal Communication
 - Definitions and barriers
 - Verbal and non-verbal Behaviour
 - One-way versus two-way Communication
- The Importance of Listening
 - Tips to improve Listening Skills
- The fundamental concept of assertiveness
 - passive
 - manipulative
 - aggressive
 - assertive

Role play different personality types and identify effective ways to deal with them