



غرفة التجارة والصناعة والزراعة
Chamber of Commerce Industry
and Agriculture
of Beirut and Mount-Lebanon في بيروت وجبل لبنان

The Lebanese Training Center (LTC) at the **Chamber of Commerce, Industry and Agriculture of Beirut & Mount Lebanon** is pleased to announce the following Training:

Art Communication at the Workplace: Conflict Management & Dealing with Difficult People

Trainer: Raed Mohsen, Ph.D. Communication Consultant, Professor of communication Arts at (Lebanese American University).

Date: April 7, 2107

Time: 1:00 p.m.to 6:00 pm.

Cost: 175\$ All Tax Included.

Outline:

CHARACTERISTICS OF A LIKEABLE/EFFECTIVE COMMUNICATOR

***Activity: Focused Listening

WORKPLACE SUCCESS OFTEN TIED TO

1. Social Intelligence
2. Office Politics
3. Constructive Office Politics
4. Destructive Politics occurs when People

***Activity: People-Skills Inventory

ACTIONS SPEAK LOUDER THAN WORDS: IMPORTANCE OF NONVERBAL COMMUNICATION

CREATING OUR SELF-IMAGE AT WORK

Create your self-image at work

BEST WAY TO IMPRESS/IMPRESSION MANAGEMENT

Public image/impression management

***Activity: Protecting Ideas (PIN)

CONFLICTS AT THE WORKPLACE

Reasons for workplace conflicts

***Activity: How Often is Often

How to deal with conflicts

DIFFICULT PEOPLE (DP's)

Recognizing a Difficult Person when you see one

Why DP's treat you the way they do

How Do DP's get away with it?

Dealing with Difficult People

***Activity: How Assertive Am I at Work?

Target audience: Mid and high level of executives working at all types of enterprises seeking to adopt the upright communication channels within the workplace environment.

- ❖ The LTC offers a 15% discount for the Chamber members.
- ❖ Free access to parking.
- ❖ Attendance Certificates signed by the Chamber will be delivered to participants.

Download Registration Form or Apply online

[Check our payment policy](#)

For more information/registration: 01-353190 Call Center 1314 Ext 15 or email:

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