
人際交往技巧、管理麻煩的人

Interpersonal Skills and Managing Difficult People

Date : 25 September 2023 (Monday)

Time : 4pm – 6pm

This course will be delivered in Cantonese.

[Course Outline](#)

After the 2-hour seminar, participants will be able to handle difficult people under stressful environment more effectively by using (a) assertiveness, (b) reframing skills and (c) paraphrasing.

In addition, participants will be able to explore the Nine Enneagram Types to gain more insights into workplace interpersonal dynamics which can lead to better mutual cooperation. The seminar will be delivered through mini-lectures, case sharing, discussions and mini presentations. The following topics will be discussed:

1. Assertiveness
2. Reframing
3. Paraphrasing
4. Enneagram

[Speaker](#)

Ms. Cindy Yu

Cindy possesses more than 30 years work experience with over 15 years in training and consulting to deliver different corporate training programs in the region of Greater China, Taiwan Macau & Hong Kong. Cindy focused on the customers' business challenges and provided strategically developed learning solutions that impact employees' performance in organizations.

Cindy graduated from the University of Perugia in Italy and MBA awarded by University of Dubuque. She has been accredited as Certified International Services Quality Management Practitioner(ISQMP), Trainer, Internal Quality Auditor and Mystery Shopper of Qualicert®, ISO10002 by SGS Limited. Besides, she has been also certified as Professional Corporate Trainer (Level 1) by Ministry of Human Resources and Social Security of the People's Republic of China, Practitioner of the Myers-Briggs Type Indicator(MBTI) Step I & II and certified Six Sigma Green Belt , Professional Diploma for Chief Brand Officer and Facet5 Accreditations Practitioner.