

Sharks 'n' Snakes

A One Day Course on Managing
Difficult Personality Types in
the Workplace

*Unique insights with Dr Alex Yellowlees,
former Consultant Psychiatrist &
Medical Director*

22nd November 2018, Glasgow

29th November 2018, Edinburgh

A "MUST" attend event for all CEO'S, Managers,
Supervisors, HR Specialists and others who work
with difficult personalities in the workplace.

3 Easy Ways to Book:

Online: www.medicacpd.com

Tel: 0141 638 4098

Post: 



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MedicaCPD

Sharks ‘n’ Snakes

Unique insights with Dr Alex Yellowlees, former Consultant Psychiatrist & Medical Director

ABOUT THE COURSE

We've all come across them, those difficult personalities who create all sorts of havoc in the workplace as well as elevating our stress levels!

Personality by personality we will help you develop strategies for managing challenging and difficult people. Types you will recognise such as the office 'sociopath', the 'exploder', the 'passive aggressive', the 'gossip', the "control freak", the 'blame shifter', the 'negative Annie' - or 'Arnold' we've got them all covered!

You'll gain insights and a better understanding of these challenging personalities through the eyes of one of the UK's leading psychiatrists Dr Alex Yellowlees.

THE COURSE WILL COVER

- How you can better understand challenging personality types in the workplace.
- Characteristics of the most common difficult personality types in the workplace.
- Winning strategies to effectively communicate, manage and bring the best out of them.
- Conflict resolution techniques.
- How best to reach out to workers and point them in the right direction of fulfillment.
- Take away messages for managing your own stress levels and building your resilience too!

HOW WILL THE COURSE BE TAUGHT

Fun, Interactive and Never a Dull Moment!

The course will be taught through a lively mix of presentation, discussion, and practical case studies where we can discuss examples and you can bring along some too!



WHO SHOULD ATTEND?

This course should be of interest to a broad range of professionals from private/public sectors, including commercial, education and health including:

- CEO's, managers, supervisors, team leaders.
- Workplace coaches.
- Human resources.
- Industrial relations officers.
- Work Health and Safety officers.
- Others who work with difficult personalities in the workplace



About The Tutor

Dr Alex Yellowlees

Former Consultant Psychiatrist and Medical Director, author, key expert for the medical media and now a Personal Development Consultant and Life Coach.



Learn to understand the human mind and personality and how you can use this to bring out the best in others with Dr Alex Yellowlees, developed from over 30 years experience working as a Consultant Psychiatrist and 15 years as a Medical Director, Priory Hospitals.

Alex has dedicated his career to research in mental health, he is a Personal Development Consultant, currently in much demand as a speaker and experienced trainer and has lectured to numerous professional groups from some of the UK top judges to business leaders throughout the UK. He is also regularly sought after by the media for topical comment and to appear on television documentaries and programmes.

Alex has the ability to communicating scientific ideas and psychological knowledge in everyday terms and is passionate about the subject matter which he delivers with real enthusiasm.

COURSE DETAILS:

You can choose to attend the course in either Glasgow or Edinburgh

DATES: Thur 22nd Nov 2018, Glasgow
Thur 29th Nov 2018, Edinburgh

TIME: 10am-4.30pm (*Registration 9.30am*)

COST: £250 + vat (*Including lunch & refreshments*)

VENUE: The course will be held in a city centre based hotel or similar. Details to follow

Registration

Sharks 'n' Snakes, A One Day Training Course



MedicaCPD

Register online at: www.medicacpd.com

Register by telephone: 0141 638 4098

Register by post: Fill in the registration form and post to us at the address at the bottom of the form

Your Details *Please fill in BLOCK CAPITALS*

First Name Surname

Job Title Organisation

Email (required) Tel No

Address

Postcode

Special diet/mobility

Confirmation of your registration and further details will be sent by email. If you would prefer to receive confirmation by post, please tick this box. If you do not receive confirmation of your booking within 10 days please call 0141 638 4098 or email carolyn@medicacpd.com

I wish to attend the following event *Please tick the appropriate box*

Sharks 'n' Snakes, One Day Training Course (Glasgow): 22/11/2018, £250 + £50 VAT = £300.00

Sharks 'n' Snakes, One Day Training Course (Edinburgh): 29/11/2018, £250 + £50 VAT = £300.00

Please call Medica CPD office on 0141 638 4098 for group bookings

How to Pay *Please tick the appropriate box - It is the responsibility of the delegate to ensure payment is made prior to attendance*

By Cheque I enclose a cheque for the appropriate amount payable to "Medica CPD Ltd" and send with the form to the address below

By Credit Card Please book online at www.medicacpd.com

By Invoice Please send invoice to (if different from above)

First Name Surname

Job Title Organisation

Email (required) Tel No

Address

Postcode

Purchase order number (if relevant)

An invoice will be sent to the appropriate person by email. If you would prefer to receive an invoice by post please tick this box.

Payment due: 30 days from invoice date or before the event date (whichever comes sooner). Confirmation will only be issued when payment of invoices are received in full, early registration is essential for invoices.

REGISTRATION TERMS & CONDITIONS: 1. Once we have received your booking online, by telephone, email or in the post this constitutes a firm booking. 2. Your registration constitutes a legally binding agreement, payment must be received before the event. Any outstanding payment becomes the responsibility of the named delegate attending. 3. Cancellations must be made in writing. A refund less an administration charge of £25 will be given to cancellations received before 22nd September 2018. After this date the full fee is payable, regardless if the delegate attends on the day or not. Substitutions can be made, if we are notified up to 3 days before the event. 4. The organisers reserve the right to change the programme, speakers and venue as required. 5. In the unlikely event that we have to cancel the event we will issue a refund for the registration fee. We are not responsible for any other costs incurred. Please visit our website at www.medicacpd.com for full terms and conditions.

PRIVACY POLICY: We take your privacy very seriously. Please see our full privacy statement and how we use your data on our website www.medicacpd.com

Medica CPD, Suite 23, 1 Spiersbridge Way,

Spiersbridge Business Park, Thornliebank, Glasgow G46 8NG Tel: 0141 638 4098

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