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

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:  

@Medica CPD
#SharksnSnakes18
www.medicacpd.com
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 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' — 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!

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:

DATE: Thur 22nd Nov 2018, Glasgow
TIME: 10am-4.30pm (Registration 9.30am)
COST: £250 + vat (Including lunch & refreshments)
VENUE: Crutherland House Hotel,
Strathaven Rd, East Kilbride G75 0QJ

The hotel is situated south of Glasgow city in 37 acres of unspoiled countryside, 20 minutes’ drive from Glasgow centre and a 5-minute drive from East Kilbride (EK) Railway Station, offering trains to Glasgow.

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.
## Sharks ‘n’ Snakes, A One Day Training Course

Register online at: [www.medicacpd.com](http://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

<table>
<thead>
<tr>
<th>First Name</th>
<th>Surname</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email (required)</th>
<th>Tel No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Postcode</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**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

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](http://www.medicacpd.com)

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

### How to Pay

<table>
<thead>
<tr>
<th>First Name</th>
<th>Surname</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email (required)</th>
<th>Tel No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Postcode</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**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](http://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](http://www.medicacpd.com)

---

**Medica CPD, Suite 23, 1 Spiersbridge Way,**
**Spiersbridge Business Park, Thornliebank, Glasgow G46 8NG  Tel: 0141 638 4098**

Registered in Scotland No. SC404764, VAT Registration No: 131 3638 40

**KEEP UP TO DATE WITH OUR FORTHCOMING EVENTS AT [WWW.MEDICACPD.COM](http://WWW.MEDICACPD.COM)**