

# Dealing with Tricky People

Presented by Andrew Fuller

## PROGRAM OVERVIEW

You know them. You've worked with them. They've ranted at you, twisted you like a rag doll or sneakily set you up.

Tricky people are found in every setting of life: work, school, home and even worse in romance.

This workshop will help you to identify the common types of tricky people:

- Blamers and whingers
- Back stabbers and white anters
- Bullies and tyrants
- Avoiders
- The High and Mighty's
- Controllers and seriously self obsessed Poor Communicators.

If you have ever met any of these people, it is time to step over to the dark side of life for a bit and learn ways to work with them.

## PROGRAM DETAILS

Identifying your opponent and working with tricky people:

- Know your personal style of dealing with tricky people
- Common strategies for handling difficult conversations and interactions
- Identifying your CHILLPILL - a way of handling tricky people
- Moving from upset into action
- Relationship styles - why some relationships get into a muddle and what to do about them
- Working on yourself
- Developing skills for a positive future.

## ABOUT THE PRESENTER

**Andrew Fuller** is a Clinical Psychologist and Family Therapist Fellow, Departments of Psychiatry and Learning and Educational Development University of Melbourne, Ambassador for Mind Matters Member, National Coalition Against Bullying and a principal consultant to the national drug prevention strategy REDI, the ABE on children's television shows.

Andrew has recently been described as an "interesting mixture of Billy Connolly, Tim Winton and Frasier Crane" and as someone who "puts the heart back into psychology". As a clinical psychologist, he works with many schools and communities in Australia and internationally, specialising in the wellbeing of young people and their families.

Andrew highlights the concept of "resilience" which offers a coherent framework for the creation of schools that are sensitive to the developmental needs of young people and their teachers. Andrew describes resilience as "the happy knack of being able to bungy jump through the pitfalls of life - to rise above adversity and obstacles".

**Dates** **Friday 16 October 2009**

9.30am - 4.00pm

**Venue**

CSE  
Mercer House  
82 Jolimont Street  
East Melbourne VIC 3002  
*Melways Ref: 2G B6*

**Cost**

\$297 (inc GST)  
Cost includes program materials, morning/afternoon tea and lunch.

**RSVP**

Wednesday 7 October 2009

## Parking

As parking in the area is mainly 1 and 2 hour, it is advisable for participants to use public transport. CSE is a 5 minute walk from trams and trains. There is all day parking at the Melbourne and Olympic Park, Entrance D, Swan Street for \$10.00 per entry (subject to availability).



**R E P L Y F O R M**

*This document will be a TAX INVOICE for GST once payment is made.*

I/We wish to participate in the workshop **Dealing with Tricky People**, to be held on Friday 16 October 2009, 9.30am - 4.00pm, at CSE, Mercer House, 82 Jolimont Street, East Melbourne.

Please complete the registration details below. Confirmation notification will be by return email.  
 Tick the boxes if you would like to receive regular email updates from CSE

First Name	Last Name	Email	
1			<input type="checkbox"/>
2			<input type="checkbox"/>
3			<input type="checkbox"/>
4			<input type="checkbox"/>
5			<input type="checkbox"/>
6			<input type="checkbox"/>

**School** \_\_\_\_\_

Address \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

School email \_\_\_\_\_

Individual dietary requirements \_\_\_\_\_

**RETURN TO:**  
 Please complete and forward this form with your remittance to:  
 Melinda Spiteri  
 CSE  
 Mercer House  
 Level 1, 82 Jolimont Street  
 East Melbourne VIC 3002  
 Phone: 03 9654 1200  
 Fax: 03 9650 5396

**Please fax your completed form to Melinda on 03 9650 5396.  
 The cheque made payable to CSE should be forwarded separately.**

**PAYMENT DETAILS:**  
*For this document to be a TAX INVOICE for GST the following information must be completed in full and payment made.*

No of staff attending: \_\_\_\_\_ @ \$297 (inc GST) = \$ \_\_\_\_\_

**RSVP:  
 Wednesday 7 October 2009**

\$270 + \$27 GST = \$297