

BPP Professional Education
Essential business skills

Managing Difficult Situations

Wednesday 8 February 2012 08.45 hrs – 12.15 hrs
Venue: BPP Premises, Swatar

Course Objectives:



Managers are frequently faced with difficult situations, yet a lack of knowledge and confidence in how to tackle them, means they are often left to fester and escalate. This session will look at what situations are difficult, then how to discover and address the true cause in order to bring to a successful resolution.

Course Agenda:

08.45 – 09.00	Registration and Welcome Coffee
09.00 – 10.30	Managing Difficult Situations: Part 1
10.30 – 10.45	Coffee Break
10.45 – 12.15	Managing Difficult Situations: Part 2

Course Outline:

- How and why people become difficult
- Nipping issues in the bud
- Helping someone to change
- How to have difficult conversation

CPE Hours:

This event has been accredited with 3 hours of structured CPE qualifying under Professional Development competency as per MIA CPE Regulations.

Speaker Profile: Ian Lucas



Ian Lucas joined BPP in April 2007 as a Tutor for the Essential Business Skills programme and is now the Programme Manager for EBS.

Ian previously worked as the Training Manager for a leading National Retailer with stores throughout the UK. In this role Ian was responsible, with his team, for analysing, planning and delivering training for 600 retail staff across over 150 stores, 400 distribution staff across 9 depots and over 100 Head Office staff in a variety of departments. Courses covered included: induction, sales techniques, time management, customer service, recruitment, team building, supervisory skills, appraisals and performance management, leadership skills including a course developing potential leaders of the future as part of the company Talent Management Scheme. Ian has also set up and delivered a successful Management NVQ programme for a leading UK training provider. Ian tutors on CMI , Essential Business Skills, ICSA and CAT.

Booking Information

This event costs € 32.50 + VAT (€ 38.35)

For bookings kindly fill in the Registration Form and send it by post along with payment. Cheques should be made payable to BPP Malta.

Registration Form
– Managing Difficult Situations –
08.02.2012

Name & Surname	
ID Number	
Mailing Address	
Tel Number	
Mobile Number	
E-mail Address	

Duly filled in application form along with payment are to be sent by post to:

BPP Malta Limited
Tower Business Centre
Tower Street
Swatar

Closing date for application is Tuesday 7 February 2012.