

Managing Chaos: How to Deal With Office Chaos Effectively When They Occur

Are you spending most of your time fire-fighting at work? Rushing from one problem to another?

If you are, you need to learn how to manage office chaos and disruption. Your ability to deal with office chaos has an impact on your career. Unless you know how to manage office chaos, it will derail your career, disrupt your life and even destroy your sanity.



At the workshop, you will learn how to manage office chaos by planning your day and adjusting to shifting demands. You will learn how to deal with interruptions from your supervisor and peers, and how to be professional and assertive in solving problems.

Discover strategies that you can use to alleviate and eliminate chaos at your workplace. With these strategies in place, you will have less stress and a more productive workplace.

“There is an immutable conflict at work, in life and in business, a constant battle between peace and chaos. Neither can be mastered, but both can be influenced. How you go about that is the key to success.” *Phil Knight, Chairman, Nike*

How you will benefit

By the end of the workshop, you will be able to:

- Reduce and eliminate chaos at your workplace.
- Identify and prioritise important workday activities.
- Use the right tools to make tough decisions.
- Remain focused and act decisively when managing chaos and when priorities change.

What you will learn

What you will learn in this workshop:

- Identify the various types of chaos at your workplace.
- How to use fishbone, mind maps and affinity diagrams to identify causes of the chaos.
- How to use SWOT analysis and Priority Matrix to identify work priorities, important tasks and urgent activities.
- Draw up an action plan that will allocate time for priority items, chaos and interruptions.
- Manage chaos that are created by your boss or your peers.
- Respond assertively when managing conflicts, interruptions and shifting work priorities

Who should attend

Managers, executives, supervisors and personal assistants facing increasing workloads, multiple projects, tight deadlines and shifting priorities.

What participants say about the workshop

“This workshop gave me tools to better manage office disruptions that occur frequently at my workplace.” *Personal Assistant to GM.*

“Informative workshop with many tools covered. Made me think about possible chaos scenarios and how to prevent them.” *Admin Manager, Multi-national Company*

“This workshop has many practical examples that I can relate to.” *Senior Manager, Statutory Board*

AWS workshops

AWS workshops will help you become more productive at work. You will learn proven techniques that will help you solve problems faster, be more creative, and think more effectively.

Some of our clients

AIA Insurance, American Express Bank, Berjaya Group (Malaysia), Central Provident Fund Board, DBS Bank (Hong Kong), DBS Bank (Jakarta), DBS Bank (Singapore), Glaxo Smith Kline, Housing and Development Board, Inland Revenue Authority of Singapore, Infineon Technologies, Intercontinental Hotel Group, Keppel Land, Keppel Shipyard, Land Transport Authority, Micron Semiconductors, National University of Singapore, Prudential, RHB Bank, Singapore Airlines, Singapore Technologies, ST Aerospace and Temasek International.

About the trainer

Wong Peng Wai is a management consultant and corporate trainer.

An affable and engaging trainer, Peng Wai has conducted many workshops on communication skills, creative thinking and systematic innovation for companies and statutory boards. As a consultant, Peng Wai has done more than thirty projects on change management, information technology, banking systems and human resource planning.

Peng Wai has a Master of Business Administration (UK) and a Bachelor of Engineering plus certifications in systems thinking and systematic innovation.

Before starting his training company, Peng Wai was head of investment banking technology at Citibank N.A. and consulting manager at Union Bank of Switzerland.

For more information, contact AWS PTE LTD • www.aws.com.sg • Email: info@aws.com.sg

Workshop Registration Form

Managing Chaos: How to Deal With Office Chaos Effectively When They Occur

Date: _____ Time: 9:00AM to 5:00PM

Venue: _____

Fee: _____

Name: _____

Company: _____

Address: _____

Email: _____ Tel: _____

To register for the workshop, please fill in the Registration Form and email it to us at info@aws.com.sg.

AWS PTE LTD/AWS TRAINING reserves the right to cancel a workshop due to insufficient enrolment or unforeseen circumstance.