

# 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
- Identify the cause of the chaos using tools like fishbone, mind maps and affinity diagrams
- Determine priorities using SWOT analysis
- Use Priority Matrix to identify important 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
- Manage information-related chaos effectively
- 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.

## 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.

## What participants say about our workshops

“Improved my productivity immensely.” *Manager, Berjaya Group*

“They should have taught me this long ago.” *Operations Manager, Port of Singapore Authority*

“I’ve never been so interested in all the courses I’ve attended.” *Vice President, DBS Bank*

## About the trainer

Wong Peng Wai is a management consultant and corporate trainer.

An affable and engaging trainer, Peng Wai has conducted hundreds of workshops on change management, time management and systems thinking in Singapore, Kuala Lumpur and Jakarta. As a consultant, Peng Wai has done more than thirty large projects on change management, information technology, banking systems and human resource planning.

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.

With a M.B.A. and a B.Eng., Peng Wai is a certified trainer in critical thinking, a presentation skills coach and a member of the Association for Talent Development.

For more information, contact AWS PTE LTD • [www.aws.com.sg](http://www.aws.com.sg) • Email: [info@aws.com.sg](mailto:info@aws.com.sg)

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## Workshop Registration Form

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

Date: \_\_\_\_\_ Time: 9:00AM to 5:00PM

Venue: To be announced

Course Fee: SGD460.00 (member) / SGD490.00

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](mailto:info@aws.com.sg).

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