



Workshop Overview

At some point in our life, we have had to deal or interact with someone presenting difficult behaviour, which could be at family functions, school, and university or in the workplace. Difficult behaviour can manifest in a number of ways, from being uncooperative, negative or passive aggressive to insulting or being actively resistant. Dealing with difficult people is a challenge that can consume your time, energy and resources. To avoid this, you need a strategy that helps you deal with the problem behaviour.



Benefits

By attending this on-day workshop, you will gain a better understanding of the root causes of difficult behaviour and develop the confidence to stop one member of the team demoralising others. You will gain the skills required to adapt your management style to suit different personalities.

Outcomes & Content

- ✓ Understanding behaviour
- ✓ What makes behaviour difficult?
- ✓ Say they will do things but don't deliver
- ✓ Understand what can trigger difficult behaviour
- ✓ Identify different types of personalities
- ✓ Dealing with difficult individuals
- ✓ Handling and defusing conflict and emotion
- ✓ Legal issues - performance management
- ✓ Be aware of ulterior motives for conflict
- ✓ Know when to involve HR
- ✓ Managing difficult people and situations
- ✓ Practice sessions
- ✓ Action plan



Who should attend ?

This workshop is for those wishing to turn difficult unproductive staff into motivated, productive team members, it's suitable for managers who consider one or more members of their team to be difficult or HR professionals who are looking to learn best practice in this area.

