

HOW TO DEAL WITH DIFFICULT BEHAVIOUR

The incidence of workplace incivility and bullying is a concern for all employers. It can be costly: lawsuits, lost productivity, absenteeism, and high turnover. The organisation can help minimise the risk by offering courses that teach the skills of dealing with difficult behaviour. The result? Happier, more confident employees, time savings for HR and management, and fewer lawsuits.

This course will give participants effective tools for dealing with the difficult behaviours they are likely to encounter in the workplace. They will learn positive intervention techniques for handling problem situations, and how to achieve cooperation without damaging the relationship. The techniques can be used with colleagues, customers, and others.

OBJECTIVES

At the end of this course, participants should be able to:

1. handle difficult situations with greater ease
2. control hostile and emotionally charged situations
3. maintain working relationships with others despite difficult behaviour
4. influence others to achieve better outcomes
5. remain calm and in control in highly charged situations.

KEY TOPICS

- ✓ What toxic people can do to you
- ✓ Four choices you have in any challenging situation
- ✓ Basic principles for dealing with toxic behaviour
- ✓ 8 problem behaviours and how to deal with them
- ✓ Techniques for influencing others
- ✓ Quick techniques for staying calm
- ✓ Managing upward
- ✓ Managing poor performance in employees

APPROACH

Skill practice is the focus of this course. Participants will have multiple opportunities to try out the various techniques in this fast-paced and fun course.

LENGTH: One day