

Managing Difficult Behaviours



Tools for Managing Challenging People and Behaviours.

HR Edition

Whatever your role and responsibility it's likely that at some point you will face difficult behaviours from challenging people. When attempting to move forward on a project or task to meet a pressing deadline it can be frustrating when you find yourself hitting up against different agendas, or challenging personalities. This session will help you navigate and understand the mechanisms and psychology at play, to deal with difficult behaviours and the people involved as a result.

Whether it is finding solutions in tough circumstances, keeping business objectives on track, finding solutions to deal with difficult team members or project stakeholders, this course is designed to help managers and HR professionals find the right solution to get moving forward.

Managing Difficult Behaviours workshop will help develop and put into practice the successful behaviours that are necessary to navigate through tough behaviours. It will also look at how you can often avoid them in the first place. Handled poorly or left unaddressed, difficult behaviours can create compounding problems that will only effect ongoing working relationships, performance standards and sabotage objectives. This workshop will equip participants with the understanding and ability to diagnose the correct strategy for handling the diverse personalities involved and make the right resolution-based decision every time.

Designed for?

- > Dealing with Difficult Behaviours is suited for anyone who needs to lead and manage challenging behaviours and the diverse people and what is driving them.
- > It is applicable to HR Professionals, Managers, Supervisors, Team Leaders, Senior Managers or CEOs.
- > Anyone looking for strategies to deal with tough or complex behaviours and situations and find ways through.
- > An ideal group size is 6 – 15 participants.

Key Learning Outcomes

- ✓ Identify the underlying driving force of difficult behaviours.
- ✓ Develop the right strategy to manage the behaviour to the desired outcome.
- ✓ Understand what works and what doesn't work when dealing with difficult situations and behaviours.
- ✓ Know your reaction mechanisms and work towards developing successful self-management behaviours.
- ✓ Adopt influencing strategies to steer towards desired outcomes and build better rapport.
- ✓ Use advanced communications techniques to create better rapport and defusing techniques.
- ✓ Apply assertive techniques to respond to difficult behaviours.
- ✓ Apply techniques to effectively process criticism and negativity.
- ✓ Define conflict and identify your style in conflict situations.
- ✓ Apply a process for resolving workplace difficult behaviours.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

Contact Us

 1300 762 461

 info@calcorporatesolutions.com.au

 calcorporatesolutions.com.au