

LEADERSHIP & MANAGEMENT COURSES

MANAGING CHALLENGING PEOPLE

Course overview

This training program will develop participants' skills, knowledge and competence in managing staff identified as 'difficult' or 'challenging', in a constructive, positive, ethical and legal manner.

Who will benefit from this course?

Anyone working in the role of CEO, director, manager, project manager, team leadership or supervisor.

DURATION: 1 Day

FEE: Varies depending on venue, sector, numbers & service provided

IN-HOUSE TRAINING: By arrangement with your organisation

CUSTOMISED TRAINING: To meet the specific requirements of your service and sector

VENUE: Available Australia-wide including all remote & regional areas

Discounts for NGOs

Course content

- Applying a coaching framework to managing problems with staff performance, behaviour and attitude.
- Skills required to effectively manage challenging staff to increase the potential for positive behaviour change and achievement of work goals.
- Assessing if the problem is a performance or personality issues, and the personal or organisational factors which might be influencing behaviour.
- Developing the skills required for early identification and intervention with potentially difficult staff.
- The essential organisational systems, policies and processes which legally and ethically must be adhered to when managing poor performance.
- 'If, when, and how' to escalate the performance issue into a disciplinary procedure.
- Tools to communicate expectations, assess, monitor and document behaviour, and strategies to utilise available resources.
- Leadership competencies required for managing the emotional reactions and impact on yourself and team members when working with a difficult person.
- Understand individual differences in work behaviour and the 'person' behind the difficult behaviour - their needs, motivations, communication style, power dynamics and expectations.
- Differentiate between managing a difficult person and conflict resolution.
- Skills to assist the person to: overcome interpersonal barriers; enhance their commitment and motivation; gain insight into the impact of their own behaviour on the team; and to be more self-responsible in taking action to change behaviour.
- Receive coaching and feedback in a small highly interactive training group.

Contact us for an obligation free quote!

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