

HANDLING PROBLEMATIC EMPLOYEES



Workshop Overview

People-problems, like people, come in all shapes and sizes, some are trivial minor irritations whilst others are more substantial and seriously impair relationships, performance of a job to be done or even worse can damage business morale and productivity.

Managers can often be faced with one, some or even all of the following problems; employees that regularly miss work deadlines or submit work that needs to be redone, employees who refuse to do assigned work or who tend to “pass the buck”, employees who continuously ignore rules and regulations, employees who have been late or absent beyond reasonable norms (to name a few...). The focus is to teach managers more effective ways of managing performance or attitude problems before they become serious and what to do if action is needed. It is packed with many practical tips and techniques and will help managers manage difficult situations confidently and competently.

Who is it for?

This workshop is ideal for managers who need better techniques to ‘handle problem people’ or deal with ‘difficult staff’

Delivery is through a mixture of methods and involves delegates working in group exercises and discussions. Training is practical and interactive.

Aims & Objectives:

This one-day workshop aims to prepare managers to deal with troublesome and difficult employee behaviour by effectively addressing, coaching, and counselling employees and nipping unwanted behaviour in the bud.

Summary of workshop includes:

- Discussing the importance of addressing difficulty behaviour as it arises
- Strategies for managing the difficult conversation – early intervention
- Apply practical tips for handling conversations about difficult behaviours
- Recognising 12 difficult employee behavioural types
- Recognising causes of conflict
- Being an assertive leader
- Deciding when to take the appropriate action
- Building a case to tackle the difficult employee through investigation and documentation
- Handling the reactions of difficult employees
- Keeping the problematic employee on track

**This workshop can be fully customised to an organisation’s needs and specific requirements

Our training sessions can be delivered on-site or in our training facilities.

Each learner will receive a certificate of attendance and course packs to take away.

For more details and booking please **CONTACT US**

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Learning Additional & New Employment Skills

