

Managing Difficult Behaviours

Description of Course

The modern work environment requires much of a Manager, not least the need to treat 'difficult' employees with the same respect afforded to those who are less demanding. Recognising and understanding the causes of this behaviour, and the Manager's self-awareness of their own behaviour and its impact, are vital in the desire to create a working environment where everyone needs to be treated equally.

This Managing Difficult Behaviours course will provide participants with both the knowledge to appreciate the reasoning behind what we might consider difficult behaviour as well as the communication tools to manage and overcome difficult behaviours in the workplace.

Course Objectives

By the end of this course delegates will be able to:

- Identify the causes of tension in the workplace
- Recognise common triggers and inhibitors of behaviour
- Explain the Stimulus-Response model
- Explain the attitude and behaviour cycle
- Demonstrate behaviours for defusing/calming situations

Duration of Course

1 day

Course Outline

Issues, Causes & Consequences of Difficult Types

- Exploring how issues arise and our own role in this.

Difficult Behaviour Types - A review of the different behaviour types we are likely to meet and how we might deal with them.

About You - Recognising that our own behaviour plays a part in how others respond.

Our Two Minds - A look at our rational and emotional mindsets, how they work and how we can experience an 'emotional hijack'

Stimulus & Response - Demonstrating that we do have the ability to choose our response and ultimately influence the outcome of communication

Attitude & Behaviour Cycle - How our attitude affects our behaviour and in turn other peoples attitude and behaviour.

Triggers - Determining what 'sets people off' and how to avoid the pitfalls.

Communication - A look at the barriers to communication, whether a discussion is based on fact or feeling and choosing the best behavioural approach to deal with each.

Managing Expectations (Emotional Bank Account) - Building a positive basis for relationships and so improving communication with everyone.

Defusing & Calming - Looking at how situations escalate and methods of ensuring communication takes place from a positive position.

Managing Behaviour Practice - A chance to put all the tools learnt into practice with a full review of the approach