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IHRM: C00259 NITA: NITA/TRN/1234

MANAGING DIFFICULT EMPLOYEES TRAINING

Date	Time	Duration	Venue	CPD	Cost (EXcl. VAT)
8th Apr, 2023	08:30 AM-11:30 AM	3 Hour(s)	Webinar, Zoom	1	1,500.00

Course Overview

In every workplace, you are likely to perceive some colleagues are being more difficult to work with than others are. Before you rush to judgment, you should determine if and how you might be contributing to the situation. (After all, you may be the problem.) If you have determined that the problem is not you, then this course can help.
In this webinar, the trainer will share methods for recognizing the characteristics of some of the most common types of difficult people and gives you strategies for dealing with these individuals more effectively. The trainer will provide practical techniques for dealing with a variety of different behaviors, including negativity, aggression, childishness, and selfishness. In addition, she explains how to overcome your negative thinking, and get the best from a difficult boss.

Course Objectives

By the end of this program, participants will be able to;

- Identifying and understanding difficult people.
- Handling aggressive and passive-aggressive people.
- Working with negative people.
- Working with procrastinators and people with bad habits.
- Conquering your negative thinking.
- When the difficult person is your boss.
- Dealing with micromanagers.

Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- Managers and supervisors responsible for team performance.
- Human Resource Managers
- Legal advisors and compliance officers.
- HR Business Partners
- HR Officers
- People Managers

Video Link(s)

Module Title	Video Link
Managing Difficult Employees	https://www.youtube.com/watch?v=in8PqbmT5QA



CHRP. Den PN Gathitu
Secretary General
Academy of Certified Human Resource Professionals