Workshop on Dealing with Difficult Behaviors in the Workplace Environment:
Solutions for a Positive Work Environment
March 4 – 8, 2024, 1st Run: Lagos & Port Harcourt
September 2 – 6, 2024, 2nd Run: Lagos & Abuja
For Tutor -Led Class: 9am – 4:30pm
Workshop fee: N250, 000 per Participant
For online: Delivery via Zoom
Online course fee: N200, 000 per Participant
Available for In-plant Training

> **500 U$D for foreign Participants**

Program overview:
Almost every organization has people whose personality, behaviour, attitude, work habits or other characteristics present an occasional or frequent challenges for those around them. No matter what business you are in or what strategy you pursue, you need people to help carry out your plans. When employees fall short of your expectations by underperforming or violating policies, they can bring difficult challenges to their supervisor.
How well you learn to deal with these challenges can have a major impact not only on your effectiveness, but the performance of the entire organization.
This workshop will provide you with practical tools and skills to handle difficult people whether or not you have sufficient positional authority. It will help you deal with difficult employees through reflecting on your expectations and defining the real issue and how to deal with challenging behaviors and personalities not only to remain in control of the situation but to engage the employees in the improvement process.

For whom:
This program is designed for management staff and line managers at all levels but is recommended particularly for mid-level and front-line supervision.

Learning objectives:
At the end of the program, participants will be able to:
- identify a "difficult person" and give reasons why a person is difficult;
- develop skills to manage a feedback meeting with a high performer as well as a "difficult person";
- manage your personal anger and that of others;
- discuss aggressive, assertive, and passive behaviours;
- learn to deal with negative behavior in the workplace;
- know the importance of communication when dealing with a difficult person;
- develop active listening skills;
- resolve conflicts for positive outcomes;
- learn how to deal with difficult employees by reflecting on their expectations and defining the real issues;
- learn how to prepare and carry out performance improvement plan;
- learn how to deal with challenging behaviors and personalities to remain in control; and
- engage the employee in performance improvement process.

Course outline:

Day 1: The Assertive Leader: Managing Workplace Situations Confidently
- Understanding aggressive, assertive, and passive behaviours
- The causes of conflict – how to recognize and pre-empt them
- Strategies for managing the difficult conversation – early interventions
- Recognizing classic profiles of difficult people and how to manage them
- Understand the 10 most unwanted behaviour styles
- Develop strategies to help deal with these behaviours

Day 2: Developing Communication Skills for Handling Difficult Situations
- Perception checks – Making sure you understand before you act
- Questioning skills – Getting the right information
- Active listening – Drawing them out without defensiveness
- Offer information to gain information – Gaining trust though disclosure
- Responding to non-verbal – Techniques to detect lying, withholding, hidden anger and other feelings
- Communicating Assertively: Distinguishing between aggressiveness and assertiveness
- Developing assertive behaviour
- Using power and authority in a positive way
- Role-play – 'Managing the difficult conversation'

Day 3: Managing inefficiency and poor performance issues
- Building a case to tackle the difficult employee through investigation and documentation
- Tackling attitude and behaviour issues confidently
- Communicating with unresponsive individuals
- Handling hostile and aggressive situations
- Handling the reactions of the difficult conversation
- Deciding when to take the most appropriate action
- Role-play – 'Dealing with the aggressive employee'

Day 4: Conflict Management and Resolution Strategies
- Recognizing the strengths and vulnerabilities of our own style
- key steps to managing interpersonal conflict
- Negotiating to win-win solutions
- How to Separate the People from the Problem?
- Learn how to focus on interests not positions
- How to Deal with Negativity
- Recognizing negativity
- 4 steps to turning it around
- Handling Anger in Ourselves and Others
- How to diffuse someone's anger
- What to do if the person persists

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N250, 000
In-plant Fee Negotiable

WORKSHOP FEE:
N250, 000 per participant, VAT –N18, 750
Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.
Payment should be made into our Accounts:
Account Name: Human Capital Associates Global Consult Ltd.
Union Bank of Nig. PLC: Account No: 0097961537
First Bank of Nig. PLC: Account No: 2033683960
Keystone Bank Ltd.: Account No: 1007150325

For Booking / Enquiry, Call: 234-8051365946, 234-7087578814 24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664, & 234-9112830607

Day 5: Coaching a Difficult Employee for Performance Improvement
- How to reinforce good performance
- How to handle substandard performance
- Handling sensitive personal issues
- Dealing with repeated unacceptable performance
- When Nothing Else Works: Next Best Solutions
- Planning actions
- Discipline with punishment
- Confidently handling the disciplinary meeting
- Follow through and managing the relationship after the meeting
- Managing your stress
- Following up
- Discussion and role-play – 'Keeping the disruptive employee on track'

Training Methodology

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.