

Dealing with Challenging Employees for Managers

Length: 1 Day

Summary: Sooner or later every supervisor must deal with a difficult employee. This course helps managers understand why performance problems occur, and how to resolve them.

COURSE CONTENT

DEFINE CHALLENGING EMPLOYEES

- Management's Responsibility
- Definition of a Difficult Employee

THE DIFFICULT PEOPLE IN YOUR LIFE

- The Difficult Person in Your Life
- Personality Profiles of Difficult People

HOW YOU SEE AND HEAR CHALLENGING PEOPLE

- How I Contribute to the Problem
- Values and Beliefs
- Preferences/World View

THE POWER OF A DIFFICULT PERSON

- Degrees of Difficulty
- Getting Past the First Response

MAKING A PLAN AND FINDING THE WORDS

- Planning to Deal with Difficult People
- Strategies for Dealing with Different Types

LEADING A DIFFICULT EMPLOYEE TO A BETTER OUTCOME

- Listen
- Explore
- Attend
- Deliver a Solution
- Being the Difficult Person

UNDERSTANDING NEGATIVE AND CHALLENGING PEOPLE

- Why Is Dealing with Negativity Important?
- What Causes Negative, Difficult People?
- Other Causes of Negative, Difficult People

DEALING WITH NEGATIVITY

- Dealing with Others' Negativity
- When You Are the Negative Person