



the Management Development Institute

business and management education since 1981

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Employee Performance

Code: CT91-919

Duration: 1 day

Series: Business Management

Managing difficult employees

Understanding difficult employees
Assessing and identifying difficult personality types
Dealing with difficult employees
Monitoring behaviour

Communication

Effective communication
Communicating with difficult employees

Feedback

Giving and receiving feedback
Positive and constructive feedback

Feedback

Monitoring performance
Communication styles
Difficult feedback sessions

Conflicts

Conflicts in the workplace
Conflicts and the organisation

Resolving conflicts

Styles of conflict resolution
The process of conflict resolution
Resolving team conflicts
Communication and conflict resolution

By completing this course, participants will learn how to:

- Identify difficult personality types and the effect they can have in an organisation; manage difficult employees and monitor their behaviour; and document ongoing changes in behaviour and performance.
- Communicate clearly and effectively, both verbally and nonverbally; improve your listening skills; communicate with difficult supervisors and co-workers; and identify types of employee dismissals.
- Identify the focus of feedback, and give and receive feedback effectively; provide positive and constructive feedback, and monitor performance afterwards; identify communication styles; manage difficult feedback sessions; and identify when to avoid giving feedback.
- Identify some common myths associated with workplace conflicts, common reasons that conflicts arise, and types of workplace conflict; and distinguish between conflict management and conflict resolution.
- Identify conflict resolution styles; resolve workplace conflicts, including team conflicts; and identify the communication skills required to resolve conflicts.

Prerequisites: None