

MANAGING DIFFICULT PEOPLE & DIFFICULT CONVERSATIONS

Program Description

Overview:

A difficult employee can really test your limits. However, in order for you (and the organization) to be successful, managers need to learn how to more effectively communicate with those "problem" people. This workshop will explore the tools and techniques participants can use to have those difficult discussions effectively and to enhance his/her relationships with even the most problematic employees.

Objectives:

As a result of this program, you should be able to:

- Explain why managers sometimes fail to recognize or address an employee who is a problem.
- Identify the options you have when dealing with a difficult person/employee.
- Understand how to assertively address and approach passive and aggressive people.
- Demonstrate ways to have discussions (even tough ones) effectively with a difficult employee.
- List the 6 steps to handling a difficult person successfully.

Length: Workshop: 3-4 Hours

Participant Materials: Handout