

Dealing with Difficult Behaviour

Duration: 1 Day

Introduction

- What is behaviour?
- Why do people behave badly?
- How does it affect your organisation?
- What can you do about it?

The Bully

- Bullying
 - Types
 - Origins
 - Reasons
 - Forms
- Dealing with it

The Martyr and Over-Zealous

- Reasons
- Signs
- Actions

The Narcissist

- Origins
- Signs
- What you should do to handle it

The Passive-Aggressive

- How doing “nothing” can have major consequences
- Practical solutions

The Persistent Fault-Finder

- Verbal and non-verbal language
- Dealing with widespread behaviour
- A message to managers and fault-finders

Clams and Chatterers

- Opposite ends of the spectrum
- Triggers
- Correct actions to take to handle them

Moaners, Complainers and Whingers

- Sound advice for dealing with this type of behaviour

The Power Mad, Control Freak and Dictator

- Profile and behavioural triggers
- Patterns to watch for
- How to handle

Persecutor, Victim and Rescuer

- Overview of this complex pattern of behaviour
- Handling successfully

Managing Problem Behaviour

- Getting the behaviour you want