Dealing with Challenging Behaviours
A Practical Approach For Your Toolkit
Short seminar series

Overview

Dealing with challenging attitudes and behaviours in the workplace is part of your job as a supervisor, manager, team or project lead. This could lead to a significant amount of time or energy addressing these issues, leaving you feeling powerless and unsupported. In the end, you will discover that, left unaddressed, problems intensify and the impact can be devastating for the team and the organization as a whole.

This workshop will seek to equip you to face difficult employees ethically and to address behavioural issues effectively and efficiently.

Audience

New, experienced or soon to be supervisors, managers, team or project leaders

Duration: 3 hours

Price: $245.00 plus HST

Instruction Methodology

Virtual delivery via GoToMeeting, with PowerPoint slides and interactive discussions, quizzes and simulated exercises.

Key Topics

- Types of difficult people
- The Five-Step Model for dealing with challenging behaviours
- Effective Listening Techniques

- Having difficult conversations
- Support to be expected from your superiors
- Role of Labour Relations

About Your Facilitator
Richard Rochefort

Richard Rochefort is an expert in management, leadership and learning in the public and private sectors. He is perfectly bilingual. He is an excellent trainer and facilitator, a certified executive coach and an outstanding public speaker. He is also certified in various psychometric assessments. He has extensive experience in Canada and abroad delivering courses, facilitating workshops and general assemblies and leading strategic planning sessions. He is a former Vice-President of the Canada School of Public Service and he established the Service Canada College. Throughout his career, Richard devoted relentless effort to the renewal of the public service using coaching, mentoring and learning as strategic levers to create and sustain a workplace of choice and a culture of public service excellence.