

Types of Problem Behaviour

Introduction

We've all come across the person who's persistently negative, or who loses their temper at the slightest setback, or who plays 'divide and rule' and undermines their colleagues at every turn. The cost to organisations of certain negative or obstructive behaviours is considerable – and being able to recognize and deal with them effectively is a key skill for employers and managers.

Featuring powerful original drama and analysis from leading UK workplace psychologists, this course identifies some of the most damaging behaviours in the workplace and provides a tactical toolkit for addressing them.



Audience

Managers

Objectives

This course will give a better understanding of:

- Some of the most common kinds of 'difficult' behaviour that can manifest themselves in the workplace
- the impact of this behaviour on teams and individuals and the cost to organisations
- Effective techniques for addressing specific problem behaviours, such as anger and aggression, controlling and manipulative behaviour, undermining and sabotaging, extreme emotional responses, persistent negativity and lack of engagement.

Content

Some topics included in this course:

- Problem behaviour in the workplace
- Types of behaviour