



Dealing With Difficult Behaviours

Creating a work environment is crucial, for fostering harmony and productivity among your employees. Exceptional managers and professionals in industries focus on promoting behavior within the workplace using methods such as promotions, rewards or recognizing the employee of the month.

However, it is inevitable that we will encounter instances of behavior regardless of the strategies we implement. Such behaviors can have effects on productivity and overall company morale. Furthermore, they can extend their influence to areas like customer interactions or social media engagement. These consequences can seriously damage a company's reputation. Even result in the loss of customers. This course provides insights into addressing difficult behaviors in the workplace while maintaining overall morale. It also equips participants with strategies to resolve conflicts fairly and ethically.

Course Overview;

The initial part of this program focuses on familiarizing participants with one another and establishing a discussion about workshop objectives. This allows students to identify their personal learning goals.

The Significance of Communication;

During this session participants will learn how to select language when communicating with others. They will gain skills in asking questions actively listening for responses and interpreting nonverbal cues.

Managing Anger;

In this module attendees will explore techniques for handling anger within settings. In this session participants will gain insights, into understanding anger managing their anger dealing with anger displayed by others and acquiring strategies to prevent anger from escalating.

Dealing with Challenging Individuals

Throughout this session attendees will be introduced to types of challenging behaviors and the underlying causes behind them. Additionally, they will learn coping mechanisms for handling behaviors.

Strategies for Shifting Difficult Attitudes

The focus of this session will be on understanding how behavior impacts interactions and exploring ways to foster changes. Participants will also explore the dynamics of positive interaction cycles. Learn techniques, for establishing healthier relationships.

Wrapping Up the Workshop

Towards the end of the course students will have a chance to ask questions and develop an action plan tailored to their needs.

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