Managing Difficult People at Work

A 2-day in-house training for corporations and government organizations

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CIDB Registered CCD Training Provider (CIDB-PLCCD20240506-321)

Course Objectives

- Understand conflict as a process and diagnose it before responding
- Work with the Five Employee Personas and choose the right conflict strategy
- Build cohesive teams with trust, clarity and constructive conflict
- Prioritise work using the Eisenhower Matrix and ABC analysis
- Manage workplace stress with the Four A's and a personal stress plan

Who Should Attend

People managers, supervisors and team leaders in corporations and government organisations

Module Outline

Module 1: Understanding Workplace Conflicts

- The five-stage conflict process
- Four types of workplace conflict
- Seven conflict drivers to monitor

Module 2: Managing Difficult People

- The Five Employee Personas
- Thomas-Kilmann conflict-handling strategies
- Kraybill's lens and constructive resolution

Module 3: Working Better as a Team

- The five dysfunctions of a team
- Trust and psychological safety
- Six practices for a cohesive team

Module 4: Importance and Urgency

- The Eisenhower Matrix
- ABC analysis
- Protecting your time and judgement

Module 5: Managing Stress Effectively

- Causes and costs of workplace stress
- Relaxing the mind and body
- The Four A's and a personal stress plan

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