



Dealing with Difficult Staff

managing difficult employees and problematic people

CIDB

COURSE CODE: C-HR-04

LEVEL: Basic

LANGUAGE: Bahasa & English

OVERVIEW

People-problems, like people themselves, come in all sorts of shapes and sizes: some are trivial, minor irritations, while others are more substantial and seriously impair relationships or performance of a job to be done. This course is ideal for managers who need better techniques to 'handle problem people' or 'deal with difficult staff'. Its focus is to teach managers more effective ways of managing performance or attitude problems before they become serious and what to do if action is needed. It is packed with many practical tips and techniques and help managers manage all difficult situations confidently and competently.

OBJECTIVES

By the end of this course, you will be able to:

- Identify a "difficult person"
- Explore the reasons why a person is difficult
- Conduct a feedback meeting with a high performer as well as a "difficult person"
- Handle your personal anger and that of others
- Understand aggressive, assertive, and passive behaviors
- Deal with negative behavior
- Understand the importance of communication when dealing with a difficult person
- Be an active listener
- Deal with conflict
- Negotiate win-win solutions

This powerful training will teach your employees to understand difficult personalities and equip them with savvy strategies to gain the control of situations and deal with poor behavior so that the repetitive patterns finally cease. Your employees will never again be defenseless when facing the intimidating and impossible behavior of others.

COURSE BENEFITS

Managers that will benefit from this course will be faced with some or all of the following problems:

- Employees on unpleasant tasks?
- Employees that regularly miss work deadlines or submit work that needs to be redone?
- Employees who refuse to do assigned work or who tend to "pass the buck"
- Employees that continuously ignore rules and regulations
- Employee who have been late beyond minimum standards or absent beyond reasonable norms
- Employees who cause personality conflicts with other workers or frequently have a negative attitude

COURSE DURATION

2 days (9am—5pm)

Tea Breaks: 10:30am & 3:30pm | Lunch: 1:00pm-2:00pm

Note: Please contact our office for Training Date or visit our website for details (www.zohlgroup.com)

METHODOLOGY

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.

TARGET AUDIENCE

Executives, managers, supervisors, team leaders, project managers and anyone else impacted by the effects of negativity in the work place due to a "difficult person".

LOCATION

Mindset Discovery Center™@ZOHL, Bandar Sri Damansara, Kuala Lumpur or Client's Preferred Location or selected venue in the Region(s)

COURSE CONTENT

Module 1: Getting Started

- Housekeeping Items | Pre-Assignment Review
- Workshop Objectives | The Parking Lot | Action Plan

Module 2: The 6 Types of Difficult People

- Reasons for the behaviour
- Develop strategies for dealing with them

Module 3: The 10 Most Unwanted Behaviour Styles

- Understand the 10 most unwanted behaviour styles
- Develop strategies to help deal with these behaviours

Module 4: The 4 Behaviour Styles

- Assess your behaviour style
- Develop strategies on how to work with other behaviour styles

Module 5: 10 Linguistic Viruses that Create Unhealthy Communication

- Develop strategies to overcome the usage of linguistic viruses
- Linguistic viruses create unhealthy communication by:- Making unclear requests of another- Making requests in the tone (or mood) of a demand- Asserting one's ungrounded opinion as factual for everyone - Not possessing the ability to say 'no' to an unreasonable or impossible request or assuming that the other will 'know' what is desired, without even making a request

Module 6: How to Separate the People from the Problem

- Learn how to focus on interests not positions

Module 7: How to Deal with Negativity

- Recognizing negativity
- 4 steps to turning it around

Module 8: Handling Anger in Ourselves and Others

- 4 ways of handling our anger
- How to diffuse someone's anger
- What to do if the person persists

Module 9: Communicating Skills for Handling Difficult Situations

- Perception checks – Making sure you understand before you act
- Questioning skills – Getting the right information
- Active listening – Drawing them out without defensiveness
- Offer information to gain information – Gaining trust through disclosure
- Reading and responding to non-verbals – Using techniques to detect lying, withholding, hidden anger and other feelings

Module 10: Communicating Assertively

- Distinguishing between aggressiveness and assertiveness
- 3 steps to more assertive behaviour
- Using power and authority in a positive way

Module 11: Coaching a Difficult Employee

- How to reinforce good performance
- How to handle substandard performance
- Handling sensitive personal issues
- Dealing with repeated unacceptable performance

Module 12: Dealing with Conflict

- Recognizing the strengths and vulnerabilities of our own style
- 5 key steps to managing interpersonal conflict
- Negotiating to win-win solutions

Module 13: When Nothing Else Works: Next Best Solutions

- Planning actions
- Discipline without punishment
- Managing your stress
- Following up

Customized In-House Training Program is available in the following areas:

Accounting & Finance | Administrative Skills | Career Development | Human Resources | Personal Development | Sales & Marketing | Leadership & Management | Workplace Essentials | Digital & Social Media Marketing | Cust Svc | SCM | Entrepreneurship | Soft Skills | HSE | Engineering | Telecoms | ICT | ISO | PM | TQM

CALL US FOR DETAILS or VISIT OUR WEBSITE AT WWW.ZOHLGROUP.COM



Sebarang pertanyaan sila hubungi Cik Niesa
ZOHL Consultancy Sdn Bhd (332967-D) (SST ID: W10-1810-32000429)

M2-15-02, Level 15, 8trium Tower 2, Jalan Cempaka SD 12/5

Bandar Sri Damansara, 52200 Kuala Lumpur

T: 03.6279.9276 F: 03.6279.0663 HP: 013.398.1038 E: plbk@zohlgroup.com



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Module 14: Wrapping Up

- Words From The Wise | Review Of The Parking Lot
- Lessons Learned | Recommended Reading
- Completion Of Action Plans And Evaluations

COURSE FEE

PHYSICAL CLASSROOM (FACE-TO-FACE)

Peninsular Malaysia

- **With Green Card: RM530.00** per person incl. 6% SST
- **Without Green Card: RM636.00** per person incl. 6% SST

Sabah & Sarawak

- **With Green Card: RM636.00** per person incl. 6% SST
 - **Without Green Card: RM742.00** per person incl. 6% SST
- (Fee inclusive of Course Material, Attendance Certificate, and Meals)

ONLINE

- **With Green Card: RM477.00** per person incl. 6% SST
- **Without Green Card: RM530.00** per person incl. 6% SST

CERTIFICATE

Participants will be issued a Certificate of Attendance/Accomplishment upon successful completion of this training program. Full attendance is a pre-requisite.

CIDB CCD Points

20 (for CIDB-Registered Companies)

REGISTRATION METHOD

1. **Online:** <https://zohlgroupp.com/mdc/cidb-registration/> **OR**
2. Download this brochure at: <https://zohlgroupp.com/mdc/cidb-brochure/> and fill up the required information. Then please **fax** to: 03.6279.0663
3. Or contact our office at: 03.6279.9276 / 013.398.1038

FACILITATOR

Kit Kasa is a speaker for the local and international audiences. She has served organisations varying from the SMEs to the multinationals with clients from the tea lady right up to the CEO. Her background ranges from corporate, industrial, academic to research. She has done a stint as the Administrator of United Nations Global Compact Local Network, Malaysia.* In January 2019, Kit was appointed as a member on the Industrial Advisory Panel of KDU University College for 2019 and 2020. Her passion is English and has for many years trained adults in the various forms of English; from spoken to written – in specialist areas of nursing, customer service, in more general areas of Proficiency in English and Business Writing, Report Writing and Technical Report Writing and programs which require specific input and results. She has trained English for SLIM trainees since the national inception. As she is also trained as a TQM facilitator and in Meta-NLP, she applies these in all her interactions; in training and/or consultations.

Application of Advanced Methods of Thinking Skills

Her success in carrying out training stems from her ability to connect with the participants. She subscribes to understanding and applying Herrmann Brain Dominance Index, synchronising channels of communication at all times, during the course of training.

Kit had successfully completed and is now a Neuro-Semantics Meta NLP Practitioner, holds a Certificate in Accessing Personal Genius and has obtained her Certifications for Coaching Essentials by the International Society of Neuro-Semantics, USA. She is a **PSMB certified trainer TTT/0822**, by the Human Resource Development Foundation, Malaysia. In her pursuit that individuals should have a holistic professional approach in their careers, occasionally, Kit provides training on dining etiquette and grooming for professionals. This refers to European fine dining etiquette applicable at a full service restaurant.

*Note: Trainer availability is subject to change

REGISTRATION FORM

Participant : _____

Position : _____

IC No: _____

Note: please duplicate this page for multiple participants' registrations

Green Card No: _____ (only if it is applicable)

CIDB Grade G : _____ (only if it is applicable)

Training Date: _____

Training Venue: _____

Organization: _____

Address: _____

Contact Person: _____

Position: _____

Tel: _____

Fax: _____

Email: _____

Company Website: _____

PAYMENT

CASH: RM _____ **OR**

CHEQUE No: _____

Please fax your bank-in slip to 03.6279.0663 or scan your bank-in slip and email to plbk@zohlgroupp.com

*Please make your cheque payable to:

ZOHL Consultancy Sdn Bhd



Account No:
514392303373

Signature & Company Stamp

Note:

- Date & venue of seminar subject to changes
- Payment must be made 7 days before the training date
- Registration cancelled 7 days prior to the event is subject to RM100 service charge per participant
- No refunds for notice received less than 7 days prior to the event. A substitution may be made at any time at no extra charge.
- Program content may change subject to revision by our consultants from time to time.
- Full fee is required with your registration. 5% Group discount is available - min 3 pax.

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