

EMPLOYEE PERFORMANCE

DAYS OF TRAINING: 1

PREREQUISITES: None

MANAGING DIFFICULT EMPLOYEES

- Understanding difficult employees
 - Recognizing difficult employees
 - Identifying your options
- Assessing and identifying difficult personality types
 - Assessing the situation
 - Recognizing difficult personality types
- Dealing with difficult employees
 - Identifying ways to address a difficult person
 - Involving a third party
- Monitoring behavior
 - Monitoring a difficult employee
 - Documenting negative behavior

COMMUNICATION

- Effective communication
 - Recognizing the importance of clear communication
 - Identifying barriers to effective communication
 - Interpreting nonverbal communication
 - Improving your communication skills
 - Identifying ways to improve your listening skills
- Communicating with difficult employees
 - Working with difficult supervisors
 - Dealing with difficult co-workers
 - Taking a proactive approach
 - Dismissing a difficult employee

FEEDBACK

- Giving and receiving feedback
 - Identifying the focus of feedback
 - Delivering feedback effectively
 - Giving feedback to co-workers
 - Giving feedback to supervisors
 - Receiving feedback
- Positive and constructive feedback
 - Providing feedback
 - Giving positive feedback
 - Giving constructive feedback
- Monitoring performance
 - Monitoring the effect of feedback
- Communication styles
 - Identifying communication styles
- Difficult feedback sessions
 - Managing difficult feedback sessions
 - Identifying when to avoid providing feedback

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CONFLICTS

Conflicts in the workplace

- Discussing workplace conflicts

- Identifying the source of conflicts

- Identifying types of workplace conflicts

Conflicts and the organization

- Distinguishing between conflict resolution and conflict management

RESOLVING CONFLICTS

Styles of conflict resolution

- Identifying indirect conflict resolution styles

- Identifying direct conflict resolution styles

The process of conflict resolution

- Assessing a conflict

- Determining the source of a conflict

- Determining personalities

- Selecting a course of action

Resolving team conflicts

- Identifying steps to resolve a team conflict

- Encouraging effective teamwork

Communication and conflict resolution

- Identifying the communication skills required to resolve conflicts

- Maintaining dialogue between parties

- Viewing conflicts objectively

- Reviewing active listening