

Difficult Conversations:

Managing Difficult Personalities the Workplace



Overview

Aggression, grandiosity, self-interest, emotional drama, dependence, passive aggression; even rampant narcissism and psychopathy. These are all personality traits and behaviours which can negatively impact team cohesion, employee engagement and organisational effectiveness. For the leader charged with managing individuals who display such behaviour in the workplace, the challenge becomes understanding the difference between “annoying” and “inappropriate” behaviour.

Before undertaking the “Difficult Conversation” with employees, the leader must be aware of the impact of their own personality style and rule out personality difference. This workshop provides leaders with practical skills and understanding in managing difficult employee behaviours. Skills and strategies covered include advanced communication skills, a stepped practical problem solving approach and specific strategies for managing various challenging personality styles.

Content

Topics to be covered include:

- * A review of personality theory
- * Disorder versus “annoying” traits and behaviours
- * Review of problematic personality types and behaviours
- * Obligations and boundaries of managers and employers
- * Confidentiality
- * Performance management skills
- * Self-audit of leadership skills
- * Advanced communication skills
- * Theories of human motivation
- * 4-step Difficult Conversation process
- * Specific strategies to address specific Difficult types

Outcomes

By the end of this workshop participants will:

- * Understand personality theory
- * Understand the difference between annoying behaviour and disordered behaviour
- * Develop awareness of leadership strength
- * Improve communication
- * Increase confidence in interpersonal communication, leading a team and managing difficult personality traits and behaviours
- * Develop a generic management plan for individuals displaying problematic personality traits and behaviours

Benefits to your organization

- * Early intervention where problematic personality traits and behaviours impacts performance and team cohesion
- * Increased confidence for leaders in leading discussions around performance issues and difficult behaviours
- * Improvements in team cohesion and communication
- * Increased wellbeing in the workplace which increases productivity and lowers absenteeism

Facilitator — Luke Broomhall Director, Broomhall Young Psychology / Psychologist.



Luke is a registered psychologist with over 15 years' experience in forensic psychology and organisational consulting. He has conducted personality profiling assessments in high profile criminal matters in South Australia and provides expert medico-legal opinion in criminal matters at all levels of court in South Australia.

Luke's experience with personality profiling has also been sought by both government and private enterprise in training and development, coaching, leadership and mentoring. Luke has a particular interest in managing personality disorders in the workplace (or 'corporate psychopathy'), developing individual skills for success in management and group training in managing mental health in the workplace.

DATE	12th November 2015
TIME	8.45am for 9am start to 4pm (full day workshop)
CATERING	Morning Tea & Lunch provided
LOCATION	Adelaide Pavilion cnr South Terrace & Peacock Road, Adelaide Onsite parking available
INVESTMENT	\$550 + gst (\$605)
FACILITATOR	Luke Broomhall Director/Psychologist
HOW TO BOOK	Visit our website www.broomhallyoung.com.au to reserve your seat today! (Limited spaces available!)

Our experienced Master's trained Psychologists develop workshops, onsite organisational training and tailor-made approaches that are innovative and evidence-based that help people to **Think, Feel and Perform Better.**

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