

MANAGING DIFFICULT PERSONALITIES

Workshop with *Aly McNicoll*

5 MARCH 2015 Auckland | 25 MARCH 2015 Wellington | 2 APRIL 2015 Auckland

Managing Difficult Personalities and Toxic Behaviour at Work

91 % of managers report that they are currently managing at least one extremely difficult staff member or volunteer. The amount of time and energy it takes to try to turn these people around is huge as are the costs to individuals and the organisation if things don't change. This interactive session will help you identify toxic behaviours at work and learn how to manage them to reduce the impact they have on colleagues, clients and the organisation. The workshop will provide strategies for inoculating your organisation against toxicity and dealing with toxic behaviours on a one to one, team and organisational level. You will walk away with a 5 step tool for difficult conversations that will enable you to step up early and manage difficult behaviours as soon as they become a problem.

The workshop covers

- Recognising toxicity in the workplace – what the research says
- The costs of toxicity to individuals, organisations and their clients
- Toxic buffers, toxic protectors and how to deal with them
- Civility, respect and regard – the non negotiables in a not for profit organisation
- Strategies for dealing with toxicity on an individual, team and organisational level
- 5 step tool for stepping up to conversations early

Please bring to the workshop a list of your organisation's values plus some real examples to work with during the session. This is a very challenging aspect of the manager's role so the workshop will ensure a safe and supportive learning environment for participants to learn from experience – past or present – in order to better equip themselves for the future.