301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

PHOENIX TS

Managing Challenging Employees

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

It is important for managers to learn and understand the office environment and the employees that make it tick. Since the manager interacts with several aspects of the workplace, one should learn how to effectively manage difficult people to help keep the department functioning as a whole

At the end of this course participants will be able to:

- Setting boundaries and ground rules for new employees.
- Learn to interact and influence among colleagues.
- Learn how to manage various personality types in the office.
- Determine how to gain support and effectively network.
- Recognize how you are a part of a group and how you function.

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Course Outline

Module 1: Getting Started

Module 2: It's About Interacting and Influencing

- Dealing with Different Personalities

- Build a Culture of Collaboration
- Be Nice to Everyone (Not Just Those Who Can Help You)
- Be a Team Player
- Case Study

Module 2: Dealing with Rumors, Gossip, and Half-Truths

- Its Effects on Morale
- Reinforce the Truth with Facts
- Do Not Participate
- Deal With it Swiftly
- Case Study

Module 3: Office Personalities (I)

- Complainer
- Gossiper
- Bully
- Negative Nancy/Ned
- Case Study

Module Four: Review Questions

Module 5: Office Personalities (II)

- Information Keeper
- Know-It-All
- The Apple -Polisher
- Nosey Neighbor
- Case Study

Module Five: Review Questions

Module 6: Conflict Resolution

- The Importance of Forgiveness
- Neutralizing Emotions
- The Benefits of Resolution
- The Agreement Frame
- Case Study

Module Six: Review Questions

Module 7: You are Not an Island

- Never Burn a Bridge
- Take the High Road
- Don’t Hide in Your Office

- Case Study

Module Seven: Review Questions

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Starting at **$850**

ATTENTION

For GSA pricing or Contractor quotes call 301-258-8200 – Option 2.

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