



[View Full Course Details including Latest Schedule Online](#)

PHOENIX TS

Managing Challenging Employees

Due to Covid-19 safety restrictions PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

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

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)



PhoenixTS

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

- 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



PhoenixTS

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

Module Seven: Review Questions

Due to Covid-19 safety restrictions PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

Starting at **\$850**

ATTENTION

For GSA pricing or Contractor quotes call
[240.667.7757](tel:240.667.7757)

GSA



Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.