

Employee Performance

1 day

Description

This ILT Series course teaches students to develop the skills needed to address a difficult person according to their specific behavior. Students will have the opportunity to meet with several Marketing Department team members to address their difficult personalities, follow the guidelines for managing difficult people to decrease the department's turnover rate and meet the release date for a new product. Students will also learn how to give constructive feedback—both praise and criticism—to subordinates or peers, and use strategies for effective conflict resolution. Course activities also cover addressing conflict between managers, between employees, and among team members.

Prerequisites

- *None*

Course Outline

Unit 1: Managing difficult employees

Topic A: Understanding difficult employees

Topic B: Assessing and identifying difficult personality types

Topic C: Dealing with difficult employees

Topic D: Monitoring behavior

Unit 2: Communication

Topic A: Effective communication

Topic B: Communicating with difficult employees

Unit 3: Feedback

Topic A: Giving and receiving feedback

Topic B: Positive and constructive feedback

Topic C: Monitoring performance

Topic D: Communication styles

Topic E: Difficult feedback sessions

Unit 4: Conflicts

Topic A: Conflicts in the workplace

Topic B: Conflicts and the organization

Unit 5: Resolving conflicts

Topic A: Styles of conflict resolution

Topic B: The process of conflict resolution

Topic C: Resolving team conflicts

Topic D: Communication and conflict resolution