

HANDLING DIFFICULT EMPLOYEES

Course Code: 821779

In this course you will learn what you, as a manager, can do to handle difficult employees for a healthier, more productive work environment.

When problems arise in the workplace, managers need to understand how to deal with difficult employees and what to avoid. This course helps managers understand why performance problems occur, and how to resolve them by promoting a peaceful working environment that establishes trust. It includes a six-step intervention model, and a thorough discussion of discipline and termination procedures.

What You'll Learn

Upon successful completion of the Handling Difficult Employees Training Course, you will understand:

- How to identify and address problem behaviors
- How to conduct professional, constructive conversations with employees
- The importance of documentation and following policies and procedures
- Working with the employee on an action plan
- Administering fair and consistent discipline
- Minimizing the risk of complaints of discrimination, retaliation and/or wrongful termination

Who Needs to Attend

Business professionals, including team leaders, managers, directors and others who want to enhance their team-building and leadership skills.

Prerequisites

To ensure your success, we recommend that you have a good understanding of leadership skills, or attend the following course:

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VIRTUAL CLASSROOM LIVE

\$895 CAD

1 Day

Virtual Classroom Live Outline

Part 1: Defining Difficult Employees

- Management's Responsibility
- Remember the Message
- Six-Step Intervention Model

Part 2: The Intervention Model

- Step 1: Identify and Define the Performance Problem
 - ☒ Give Constructive Feedback
- Step 2: Explain the Impact of the Problem
- Step 3: Analyze the Reasons for the Problem
 - ☒ Examine Your Influence
- Step 4: Define the Expected Performance Standard
- Step 5: Explore Ideas for a Solution
- Step 6: Write the Plan for Improvement

Part 3: The Intervention Conference

- The Conference Agenda

Part 4: Disciplinary Action and Termination

- The Whats and Whens of Discipline
- Progressive Discipline Policies
- The Issue of Termination

Feb 11 - 11, 2026 | 10:00 AM - 3:00 PM EST

May 8 - 8, 2026 | 10:00 AM - 3:00 PM EDT

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