

# MANAGING DIFFICULT WORKPLACE BEHAVIORS

Course Code: 821779

You will learn practical strategies for addressing Challenging behaviors and Strengthening Team Performance”

Challenging behaviors in the workplace can impact team morale, productivity, and organizational success. “Managing Difficult Workplace Behaviors” equips leaders with practical tools and techniques to address these behaviors effectively, while maintaining professionalism and fostering a positive work environment.

This course focuses on understanding the root causes of difficult behaviors, applying effective communication and conflict resolution strategies, and building skills to address issues constructively. Participants will leave with actionable strategies to navigate sensitive situations confidently, promote accountability, and strengthen team performance.

## What You’ll Learn

By the end of this course, participants will be able to:

- Identify common types of difficult workplace behaviors and their underlying causes.
- Apply strategies to address challenging behaviors constructively.
- Communicate effectively to manage conflict and maintain professionalism.
- Foster accountability and encourage positive behavior change.
- Build stronger, more collaborative team dynamics.
- Create a personal action plan for handling difficult behaviors in the workplace.

## Who Needs to Attend

- Managers and Supervisors – Anyone responsible for leading teams and addressing employee performance or behavior challenges.
- Team Leads – Frontline leaders who need practical strategies to handle difficult interactions.
- HR Professionals – Staff involved in coaching, employee relations, or conflict resolution.
- Emerging Leaders – Individuals preparing for leadership roles who want to develop conflict management 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

### **Module 1: Understanding Workplace Behaviors**

- Common difficult behaviors and patterns
- Root causes and triggers of challenging behaviors
- Recognizing the impact on team performance and morale

### **Module 2: Effective Communication Strategies**

- Active listening and empathy
- Delivering clear expectations and feedback
- Maintaining professionalism in sensitive conversations

### **Module 3: Conflict Resolution and De-escalation**

- Techniques to reduce tension and prevent escalation
- Mediating disputes between employees
- Navigating resistance and defensiveness

### **Module 4: Accountability and Behavior Management**

- Setting clear expectations and boundaries
- Coaching for behavior change
- Tracking progress and reinforcing positive behaviors

### **Module 5: Building a Positive Team Culture**

- Encouraging collaboration and mutual respect
- Promoting engagement and motivation
- Preventing recurring issues through proactive strategies

### **Module 6: Practice and Application**

- Role-playing real-world scenarios
- Peer feedback and reflection
- Action planning for continued skill development

Aug 4 - 4, 2026 | 10:00 AM - 3:00 PM EDT

Nov 4 - 4, 2026 | 10:00 AM - 3:00 PM EST

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