



Managing Challenging Staff Behaviour

Managing staff can be challenging. Learn how to hold appropriate boundaries and have Courageous Conversations to create better outcomes for your Team.

Managing staff in a confident and clear manner will develop your Team's culture, support resilience and maintain well-being. This can reduce costs by preventing distressing incidents and the consequences of these incidents for organisations. Managing Challenging Staff Behaviour is a boutique workshop and includes understanding behaviour escalation and how to manage it within relevant policies and procedures, along with tools to assist you to have Courageous Conversations when staff behaviour or performance needs addressing. Attendees will learn:

- Communication skills for giving effective feedback
- The process of behaviour escalation
- Skills to manage escalating behaviour
- How to have a Courageous Conversation
- Staff development and goal setting

Facilitator: Clare Babbage.

Clare has been Managing Teams for the last 8 years and has 18 years worth of managing challenging behaviour on her CV. She believes that Leadership involves giving direction and holding staff in a safe environment as they develop professionally as well as allowing people to grow through their mistakes.

