

## **Dealing with Difficult Colleagues: To Eat or To be Eaten?**

Have you ever been backstabbed, betrayed or used as stepping stones at the workplace?  
Do you know your “friend” can kill you easily with 1001 ways in the workplace?  
Do you know how to take preventive steps to protect yourselves with those situations?

### **Introduction**

Everybody has encountered a difficult colleague. It could be a toxic teammate, a domineering leader, a manipulative staffs, or even your bratty team member. But no matter who they are, they know how to push your buttons and just drive you crazy. The bad news is, you can't get rid of these people completely; they are in the same company. The toxic people around us can apply thousands of ways to kill you without you realizing it. The good news is, learning to deal with difficult people is a considerable advantage in life, and can be valuable in any number of situations. So here are a few things to keep in mind. In order to be successful in having worthwhile and fulfilling relationships with your colleague, you need the insights and skills that work reliably through time and a way to organise them so that you can learn them, refer to them and use them when something more is required. This training program serves this purpose to help you.

### **Program Objectives**

This program aims to:

- Enable participants to understand the toxic behaviour of employees at the workplace
- Deal with your colleague in a constructive and creative way

### **Learning Outcomes**

After completing this program, participants should be able to

- Protect and prevent yourselves from being hurt by others
- Improve the quality of your colleague relationships

### **Who should attend?**

Non-managerial, first-line management, middle management, senior management and anyone who has an interest to deal with difficult colleagues

### **Methodology**

Case studies, forum discussion, role-play, presentations, gamification

## Program Outline

Time	Day One
9.00am– 10.30am	<p><b>Meet Your Colleague and their Uniqueness</b></p> <p>In the working environment, we always deal with different people from different backgrounds and different cultures. Harmoniously working with them is somehow difficult even if you try to accommodate and adapt to them. In this module, you would learn how to identify the “uniqueness” of people around you.</p>
10.30am-11.00am	<p><b>Break and Networking</b></p>
11.00am-1.00pm	<p><b>Workplace Cramp</b></p> <p>In the workplace, not everyone is compassionate, and not everyone is as kind as you. In this module, you would learn the skills of how to identify the sign of danger in the workplace. The participants would learn how to understand the behaviour of people around you to prevent yourselves from being hurt by anyone.</p>
1.00pm-2.00pm	<p><b>Lunch Break and Networking</b></p>
2.00pm-3.30pm	<p><b>To Kill to be Killed: 1001 Ways to Kill Your Friends at the Workplace</b></p> <p>In order to protect ourselves from being hurt in the workplace, it is great to learn how “killing” could happen in the workplace. The participants would identify the offensive and defensive method of how to harm your colleagues. By identifying the methodology and the nature of cognitive strategy, you would be able to plan how to prevent the scenario.</p>
3.30pm-4.00pm	<p><b>Break and Networking</b></p>
4.00pm-5.00pm	<p><b>Handling Toxic Workplace Behaviour</b></p> <p>In this module, the participants would learn how to handle some of the toxic behaviours including – one-man show, the creative monsters, the ‘later and do it tomorrow’ procrastinators, the NATO (no action talk only), USUS (You suggest, You suffer), Don’t know experts, negative gossip queen, MIA (Missing in action), Mr Always right, the “Tai-Chi” Sifu.</p>

<b>Time</b>	<b>Day Two</b>
<b>9.00am– 10.30am</b>	<p><b>Getting Ready with Naughty People in A Naughty Way – Behavioural Insights</b></p> <p>In this module, the participants would learn how to handle difficult employees with the concept of nudges and behavioural insights. By applying the concept, it is the first step to create a harmonious environment in the workplace.</p>
<b>10.30am-11.00am</b>	<b>Break and Networking</b>
<b>11.00am-1.00pm</b>	<p><b>Lose in Argument? Winning In the Heart</b></p> <p>When we lose any argument with our colleague, do you think we are lost? When we win in any argument, do you think we have won? There is NO ABSOLUTE answer! In this module, the participants would learn how to turn lost to the win psychologically. Different strategies to win the heart of difficult employees are shared in this module.</p>
<b>1.00pm-2.00pm</b>	<b>Lunch Break and Networking</b>
<b>2.00pm-3.30pm</b>	<p><b>What Comes Around, Goes Around: World of Compassion</b></p> <p>In this module, the participants would apply compassion strategies to handle difficult employees. In order to change a human being, we need to change ourselves rather than waiting for others to change. Hence, this module, the participants would learn how to change cognitively and behaviourally to handle difficult employees.</p>
<b>3.30pm-4.00pm</b>	<b>Break and Networking</b>
<b>4.00pm-5.00pm</b>	<p><b>Biting the Bullet - A Way of Life</b></p> <p>The participants would be reminded of the importance of forgiveness and the role of the Khalifa in the workplace. We need to continue to contribute to humankind regardless of what happens to us. Make the workplace a better place for everyone.</p>