Managing Difficult Employees Using NLP

Can't seem to understand why your employees act that way?
Are you interested in learning how to use NLP to manage your employees?

Introduction

People-problems, like people themselves, come in all sorts of shapes and sizes: some are trivial, minor irritations, while others are more substantial and seriously impair relationships or the performance of a job to be done. As a manager, handling difficult employee behaviour is now your job. And it can be overwhelming to try to navigate the psychology of poor behaviour to try to figure out how to improve the situation. This course is designed to prepare managers to deal with troublesome and difficult behaviour by employees. By effectively addressing, coaching, and counselling employees, you can improve their behaviour and improve morale, staff retention, productivity, and teamwork. This training uses videos to illustrate each behaviour type so that you can more easily apply the techniques to your current work environment. Focusing on dealing with the behaviour (not the person), tools and techniques for positive change are clear and well-defined.

Program Objectives

This training aims to:
- Design a simple model with simple steps that can explain why people act the way they do and what you can do about it
- Interact with your colleagues in a constructive and creative way

Learning Outcomes

After completing this training, participants should be able to
- Understand why your colleagues act the way they do
- Improve the quality of your colleagues and work relationships
- Discuss the importance of addressing difficult employee behaviour
- Describe a six-step model for handling conversations about difficult behaviours
- Apply practical tips for handling conversations about difficult behaviours
- Recognise the common 12 difficult employee behavioural types

Who Should Attend?

Managers, Senior Managers, Team leaders, HR Managers, or any employees who need to deal with other people in an organisation.

Program Outline

Time	Day One
9.00am– 10.30am	**Difficult Employees and Fundamentals of NLP** The participants would learn how to identify the difficult behaviour and the significant to address difficult employee behaviour. After understanding the inner heart of the employees. By understanding them, they would not be a difficult employee.
10.30am-11.00am	**Break and Networking**
11.00am-1.00pm	**Applying NLP in Handling People** In this module, participants would learn how to apply a personality test for them to reach the heart of a difficult employee. After the personality test, the participant would be able to identify the category of difficult employees. After identification of the category of difficult employee, the participants would apply the right NLP techniques in handling difficult employees.
1.00pm-2.00pm	**Lunch Break and Networking**
2.00pm-3.30pm	**Recognising the Role of Personality in NLP.** Personality plays a vital role in employee behaviour. The participants would learn how to recognise the role of personality and method on how to handle difficult employees according to their personality. Understanding personality helps and facilitates an effective NLP process.
3.30pm-4.00pm	**Break and Networking**
4.00pm-5.00pm	**Managing Personality** This module exposes the participants with techniques on how to manage different personalities including the extrovert, patient, dominant and conformist personality. The participants would learn the method to handle personality with NLP methodology.

Time	Day Two
9.00am–10.30am	**Handling Difficult Behaviour** In this module, participants would learn how to deal with difficult behaviour based on experience. The participants learn how to conduct coaching and mentoring to handle difficult employees. The coaching and mentoring application focuses on the NLP technique.
10.30am-11.00am	**Break and Networking**
11.00am-12.00pm	**Engaging Difficult Employees** Engaging with difficult employees with NLP helps to change the behaviour of the employees. The participants would learn different methods of how to engage with employees. The concept of behavioural economics would be shared to formulate a strategy to engage with the employee.
1.00pm-2.00pm	**Lunch Break and Networking**
2.00pm-3.30pm	**Motivating Difficult Employees** Engaging with employees is not sufficient without motivating the employees. This module helps the participants to learn the behavioural method and NLP to motivate difficult employees.
3.30pm-4.00pm	**Break and Networking**
4.00pm–5.00pm	**Compassionate Management: Handling Difficult Employees with Heart** This module helps the participants to manage difficult employees with compassion. Transforming difficult employees to be the organisation talent and capital is the primary objective of this module.