



Managing Difficult Personalities

“People will forget what you did. People will forget what you said. They will never forget how you made them feel.” Maya Angelou

The content of this workshop includes understanding difficult personality traits and behaviours and individual emotional reactions to challenging behaviours. Managers are given the skills to deal with difficult employee behaviours that meet legal, ethical and professional obligations. Content also includes discussion of best-practice performance management principles including coaching skills, self-audit and identification for areas of development. This module was previously called “Difficult Conversations #2”. There has been some change to the content to incorporate more applied learning opportunities but if participants have previously completed “DC#2”, they can receive credit for completion.

Content

- A review of Personality Disorders (narcissistic, borderline, histrionic) and Psychopathy
- Disorder vs “Annoying” traits and behaviours
- Obligations and boundaries of managers and employers
- Understanding our emotional reactions to challenging behaviours
- Performance management skills
- Coaching
- Discussion and analysis of case studies of common difficult personalities

Outcomes

- Understand Personality Disorders
- Understand the difference between annoying behaviour and disordered behaviour
- Implement improved performance management and coaching skills
- Develop a generic management plan for individuals displaying problematic personality traits
- Have a personal plan on how to implement these new skills in your leadership role

Benefits to you

- Increased understanding of difficult personality traits and behaviours generally
- Increased confidence in leading a meeting to discuss problematic behaviours
- Increased awareness of personal skills and areas for development as a leader
- Increased confidence in interpersonal communication, leading a team and managing difficult personality traits

Benefits to your Department

- Early intervention where mental health impacts performance
- Skills building for managers
- Improvements in team cohesion & communication
- Increase psychological wellbeing in the workplace which increases productivity and lowers absenteeism
- Provides employees with wellbeing tools that help meet duty of care obligations under WH&S policies
- Return on investment in mental health initiatives in organisations has been estimated to be \$2.30 for every \$1 invested

Competency Framework Level [First Line Manager](#) Common (ASO3 –ASO5)
[Middle Manager](#) Core (ASO6- ASO8)

Duration 1 Half Day 9:00 am – 12:30 pm

Facilitators [Luke Broomhall](#) or [Samantha Young](#)

Price [Professional Member](#): \$160
[State Government Member](#): \$199
[Corporate Member](#): \$199
Non-Member: \$245

Refreshments, morning tea, a comprehensive workbook and certificate of participation, (signed by IPAA SA President and Commissioner for Public Sector Employment, Erma Ranieri) will be provided.



This course is a part of the **21st Century Manager Series** register for the entire series to receive a 10% discount

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