



MANAGING DIFFERENT PERSONALITIES

The content of this workshop includes understanding difficult personality traits and behaviours and individual emotional reactions to challenging behaviours. You will gain 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.

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.
- Understand your personality type using the Myers-Briggs.

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.

Who Should Attend

Those who are leading or supervising people and hope to gain an understanding of how to manage different personality types.

Benefits to You and Your Organisation

Enhance your abilities to manage different personality types within teams of people. As a result your organisation will benefit from improved personnel management to increase productivity.

Competency Framework

First Line Manager Common (AS03-AS05)
Middle Manager Core (AS06-AS08)

Facilitator

Human Psychology

Register

www.sa.ipaa.org.au
enquiries@sa.ipaa.org.au
08 8212 7555

Duration

1 half day
9:00am-12:30pm
8:45am registration

Dates & Bookings

See [IPAA SA website](#)

Location

Level 6, 12 Pirie Street
Adelaide SA 5000

Inclusions

Workbook, morning tea
and refreshments

Costs

Professional Members \$260
State Gov Members \$295
Corporate Members \$305
Non-Member \$325

This course is part of the 21st Century Manager series. Register for the full series and save up to 10%.