



Equality and Diversity UK
www.equalityanddiversity.co.uk

How to effectively identify and address
challenging workplace behaviours.



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Overview



- Challenging and excessive behaviours can be difficult to manage. However, left unaddressed, they can be damaging to a business and its employees, leading to low morale, loss of productivity, silent quitting, and increased staff turnover.
- This interactive training session will provide you with skills to confidently identify challenging behaviour, recognise the impact it can have on individuals and the business and practice strategies to manage these behaviours effectively.



Who is this course suitable for?



This course is suitable for delegates from all sectors of work, including:

- line managers, supervisors, and team leaders
- HR professionals
- business owners
- Trades Union/employee representatives
- individuals who wish to further their professional development.



Content

The training will include:

- Identifying extremely challenging/discriminatory behaviours
- The impact of extremely challenging discriminatory behaviours on individuals and the organisation
- Difficult behaviours/language
- The key factors and the traps to avoid when challenging unacceptable behaviours/language.
- Effective strategies to manage extremely challenging behaviours.



Delivery

- The course can be delivered via Zoom or face to face.
- 2½ hrs session
- Delegates will receive a certificate on successful completion



This course is provided as an in-house course. We tailor the programme to suit the precise needs of your organisation. To contact our team about your requirements, please

call 0161 763 4783, or

email us at info@equalityanddiversity.co.uk, or

complete our pre-course questionnaire:

<https://www.surveymonkey.co.uk/r/educ-pre-course-questionnaire>



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