



4D Training

## Managing Disruptive Behaviour

### Who Would Benefit?

This course is for those responsible for managing other people, where success depends upon their collective contribution to the business as this is a highly practical course offering a mix of theory, reflection and interactive sessions.

### Objective

By the end of this course, delegates will be able to define and identify what constitutes disruptive behaviour as well as understanding the possible causes. They will have a greater appreciation of the skills and techniques that can be employed to deal with disruptive behaviour as well as being aware of the importance of taking responsibility for disruptive behaviour in the workplace.

### Content

- Disruptive behaviour: encounters and impact; future interaction
- Behaviour vs. personality
- Behaviours I have difficulty handling-your approach to interpersonal problems and the implications of your personal style
- Why people behave the way they do:
  - individual needs
  - environmental influences
  - standards and role models
- Whose responsibility is disruptive behaviour?
- What sometimes prevents us from dealing with it effectively?
- Possible consequences of not addressing the problems
- Recognise behaviour as disruptive
- Identify, specify problems accurately
- Dealing with disruptive behaviour
- Face-to-face problem solving
- Counselling
- Preventing and eliminating disruptive behaviour
- Motivation
- Co-operation and trust
- Communication
- Involvement
- Alleviate or eliminate
- Disciplinary procedures

### Duration

One day

### Minimum Numbers

Three delegates