



**Empowering Leaders to Build Positive
& Productive Workplaces**

Managing Difficult Employees Training Program

- Handle Conflict • Build Engagement • Strengthen workplace culture



Audience

Every workplace has employees whose behavior, performance, or attitude creates challenges for leaders and teams. Poorly managed, these situations can disrupt productivity

and morale. This program equips leaders with practical techniques and strategies to handle difficult employees professionally and effectively.

Ideal for:

- HR Managers & Officers
- Team Leads & Supervisors
- Line Managers & Business Owners
- Organizational Development Practitioners
- Professionals seeking conflict resolution skills



Course Description

The Managing Difficult Employees Program is a practical training designed to help managers and HR professionals recognize, address, and resolve challenging employee behaviors while maintaining a positive work culture. Participants will learn how to balance empathy with accountability, enforce policies fairly, and turn difficult situations into opportunities for growth



Course Outline

Understanding Difficult Workplace Behaviors

The Leader's Role in Creating a Positive Work Environment

Communication Skills for Managing Difficult Employees

Performance Management and Corrective Action

Conflict Resolution and Problem-Solving Techniques

Emotional Intelligence and Self-Management for Leaders

Coaching and Supporting Employee Improvement

Legal, Ethical, and Policy Considerations

Practical Application and Leadership Scenario



Training Details

Duration: 2 Days

Training Fee: N150,000





Thank you



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