



Griffin Training

Solutions for a Modern Workforce

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Managing Difficult Staff

Managing staff is always easy when staff are “perfect.” Perfect staff arrive and leave on time, they are always well presented, they work hard and in line with their given mandates, are never absent from work without good reason, do not engage in antisocial behaviour at work and promote a good working environment. The reality is that often an organisation’s workforce is not made up of such “perfect” staff. Managers often have to contend with staff who are poor time keepers, are absent from work on a regular basis, not well presented, engage in anti-social behaviour (such as gossiping, or abusive behaviour), disgruntled, etc. This can make a manager’s job very difficult. During this course participants will investigate the reasons behind staff conduct and develop preventative measures. They will be introduced to concepts of staff motivation, behavioural adjustments as well as strategies to manage and minimise the effects of disruptive staff. A portion of the seminar will be dedicated to staff discipline and management intervention.

Objectives:

- To understand the basics of negative staff behaviour
- To gain the knowledge and skills necessary to prevent negative staff conduct
- To understand staff motivation
- To gain the skills necessary to implement strategies to manage and minimise the effect of disruptive staff
- To gain the knowledge and skills necessary to maintain staff discipline

Content:

- Why Some Staff Perform and Others Don’t
- Keys to Staff Motivation
- Developing and Implementing Strategies to Prevent Negative Behaviour
- Setting Limits
- Implementing Policies
- Maintaining Staff Discipline
- Managing and Minimising the Effects of Poor Performing Staff
- When Things Go Wrong
- Staff Discipline
- Manager Interventions