

DEALING WITH EXTREME PERSISTENT AND DIFFICULT STAFF BEHAVIOUR IN THE WORKPLACE.



Two unique workshops developing understanding, strategies and practical skills to help managers and HR staff at all levels manage this small but very toxic group of any workforce.

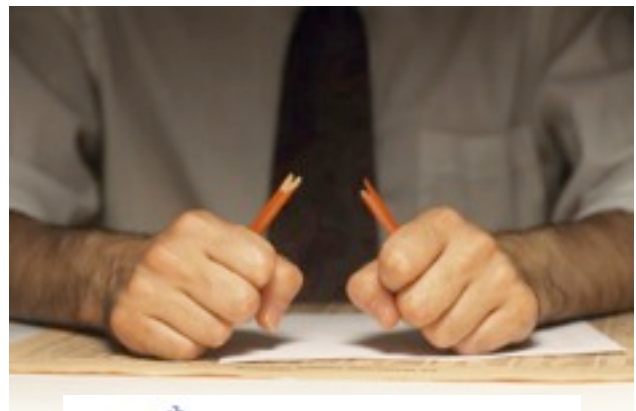
Presented by

National and International Trainer

Martin J. Smith PhD

**The one and two day programmes available
for In House delivery together with
Individual Consultation**

**Call or email now for full
information and costings
and to discuss how these
programmes can really
help you and your
organisation**



www.taking-control.co.uk
☎ 07 973 410 010



www.taking-control.co.uk

☎ 07 973 410 010

©mjsitc2014

EDB Part one workshop.

- * Understanding extreme difficult behaviour
- * Understanding how they develop
- * Identifying the “Predator from the Prey”
- * Awareness of difficult personality types
- * Developing strategies to manage extreme difficult behaviour in the workplace
- * Use of an active case study to identify language and behaviour of an EDB
- * Recognise key warning signs to help tackle extreme difficult behaviour at an early stage.

EDB Part two workshop.

This is a follow up to the initial EDB workshop

- * Overview of personality types common to this behaviour.
- * Practice around identifying common language used by an EDB.
- * Practice around utilising skills and strategies previously highlighted in the initial EDB workshop through interactive exercises.
- * Highlighting other areas of interaction with staff where EDB types express themselves.
- * A review of key warning signs using our EDB checklist.



Martin is an accredited member of the British Association of Counsellors and Psychotherapists, a life member of the Open University Psychological Society and a member of the Institute of Leadership and Management.

A senior lecturer in psychotherapy at Nottingham Trent University and independent training consultant, he specialises in extreme difficult behaviour in the workplace and personality issues which go well beyond simply awkward. Presenting and advising directly to a range of organisations on an issue that not only causes difficulties but drains the very life out of teams and people at all levels.

These two workshops deal with people and behaviour that goes well beyond the average difficult or awkward.

They aim to address those who manipulate and control others at all levels of the organisation, giving skills and strategies to managers and HR professionals not covered by standard management or HR courses.



DEALING WITH EXTREME PERSISTENT AND DIFFICULT STAFF BEHAVIOUR IN THE WORKPLACE.



This presentation deals with people and behaviour that goes well beyond the average difficult or awkward - those who manipulate and control others at all levels of the organisation. Looking at strategies for Managers &

EDB Half-Day Workshop.

Understanding extreme difficult behaviour and how it develops in an organisation

Identifying the “Predator from the Prey”

Awareness of difficult personality types

Developing strategies to manage extreme difficult behaviour in the workplace

Recognise some key warning signs to help tackle extreme difficult behaviour at an early stage.



Martin J. Smith PhD

Martin is a senior lecturer in psychotherapy at Nottingham Trent University and independent training consultant, he specialises in extreme difficult behaviour in the workplace and personality issues which go well beyond simply awkward. Presenting and advising directly to a range of organisations on an issue that not only causes difficulties but drains the very life out of teams and people at all

