

Managing Difficult Behaviours in a Law Firm

The modern work environment places many demands on lawyers, not least the need to treat 'difficult' employees with the same care and respect afforded to those who are less demanding. Recognising and understanding the cause(s) of this behaviour and self-awareness of your own behaviour and its impact, are vital in the fight to create a working environment where everyone is treated equally and are afforded the same opportunities.

This training course will provide you with both the knowledge to appreciate the reasoning behind what might be considered 'difficult' behaviour as well as the communication tools to manage and overcome difficult behaviours in the workplace.

Course objectives:

- ✓ Learn to identify the root causes of tension in the workplace
- ✓ Practice recognising common triggers and inhibitors of behaviour
- ✓ Appreciate the Stimulus-Response model and how to adapt to it
- ✓ Learn to explain the attitude and behaviour cycle and relate it to your own experience
- ✓ Understand and apply behaviours for defusing/calming situations