

# MANAGING DIFFICULT BEHAVIORS IN TEAMS

**DATE:** 28-29 October 2024

**FEE:** RM1,200

**DURATION:** 2 Days

**HRD CORP SCHEME:**  
HRD Corp Claimable Courses

## PROGRAM OVERVIEW

Challenging Behaviors can have a major impact on any team and corporation. Challenging Behaviours are usually deeply rooted in the subconscious of the affected person. Knowing what to do when difficult behavior in the workplace arises is important as it can mean safety, security, and morale are not jeopardized.

This training is designed to help participant understand Challenging Behaviors, and to provide them with strategies to address these behaviours should they arise.

## LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Understand what Challenging Behaviors are.
- Have a different view on Challenging Behaviors and thus have low to zero inclination to judge people who demonstrate behaviors of such.
- Be able to stay safe, and help other people be safe should Challenging Behaviors surface and turn physical.
- De-escalate incidents of Challenging Behavior should the need arise.
- Be equipped with tools and techniques to help them work and support team members, managers, etc. who are dealing with someone demonstrating Challenging Behaviors
- Be able to create a supportive space when work is going on with persons of Challenging Behaviors.
- Know what to do and what not to do when Challenging Behaviors pop up.
- Know the crucial steps to take such as recording and reporting such incidences.
- Be able to evaluate and use safe communication methods and strategies to try to calm down the situation and person, should the need arise.
- The training method consists of a combination of interactive activities - group and/or individual exercises, case studies, discussions and various multimedia training aids- along with formal delivery of programme content.

## METHODOLOGY

## WHO SHOULD ATTEND

Management Trainees, Supervisors, Human Resources personnel.

## FACILITATOR

### Phil Foo

Philemon Foo (Phil Foo), is an Entrepreneur, and International Certified Neuro Linguistic Programming (NLP) Trainer, has over 25 years' experience in the corporate world, with various Multinational Companies and Fortune 500 companies in Personal Breakthrough, Team Management, Leadership, People Management, Team Resource Management, NLP, Mind and Self Mastery and more. Phil's passion for learning and training stems from his desire to empower individuals who are keen to continuously grow, seek knowledge, and who are on a journey of self-improvement.

## PROGRAM CONTENT

### Module 1

Introduction

#### Understanding Behaviors

- What is Behavior
- Why We Have Behaviors

### Module 2

#### Defining Challenging Behaviour

- What is Challenging Behavior
- Types of Challenging Behaviors
- Identifying Challenging Behaviors

#### **Activity: The Behavior SWATCH**

Behavior SWATCH helps participant understand deeper what a behavior (challenging or not) is, and how it affects, feeds, helps, destroys the person, and what can be done to stop it or reduce its occurrence.

### Module 3

#### The Psychology of Challenging Behaviours The Reason To Not Judge

- The Inner Workings of the Human Mind
- The Rules of the Mind
- Behaviour conditioning
- What Are Some Triggers
- High Emotions Equal Zero Logics

#### **Activity: Values On The Table**

Participants will be put through a simulation that will help them understand how the internal belief system affect a person's behavior.

### Module 4

#### Challenging Behavior and You

- 10 Ways Challenging Behavior Affects You

#### **Activity: Group Discussion**

Participants will discuss or share their experiences dealing with a person who has Challenging behaviors.

### Module 5

#### Handling Challenging Behaviors In Your Work Environment

- Things To Do - IREGS:

IREGS: A group of things that need to be done of which will help Managers, Department Heads, Human Resources, etc. take further action if needed; to safe guard staffs, and also the sanctity of the organization or company.

- Things Not To Do - JACALBIN:

JACALBIN: A group of things not to do when in a situation where someone is demonstrating Challenging Behaviours. This is to ensure safety of yourself and those around you.

#### **Activity: The Missing Link**

An activity that helps participants realize the importance of having an open vision, open mind, etc. when dealing with Challenging Behaviors.

### Module 6

#### Communication Techniques When Handling Challenging Behaviors

- VDE Techniques

A communication technique to bring down tensions, stress levels, etc. during a confrontational incident.

#### **Activity: Ship Building Madness**

What would participants do in a stressful situation? Ship Building Madness is designed to bring out some challenging behaviors in participants, and from there gain learning.

### Module 7

#### De-Escalate Challenging Behaviour

- SETELOS Method

A method used to de-escalate Challenging behavior.

- Importance of Ensuring Safety.

#### **Activity: Group Role Play**

Participants will practice using SETELOS when faced with Challenging Behaviors.

## PROGRAM SCHEDULE

### Day 1

9:00am - 10:30am	:	Introducton
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 1
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 2



3:30pm - 3:45pm : Coffee Break  
3:45pm - 5:30pm : Module 3  
**End of the day**

**Day 2**

9:00am - 10:30am : Module 4  
10:30am - 10:45am : Coffee Break  
10:45am - 1:00pm : Module 5  
1:00pm - 2:00pm : Lunch  
2:00pm - 3:30pm : Module 6  
3:30pm - 3:45pm : Coffee Break  
3:45pm - 5:30pm : Module 7  
**End of the day**