

#### Academy of Certified Human Resource Professionals Ltd.

Regus Suites, 17th Floor, JKUAT Towers, Kenyatta Avenue,

P. O. Box 18582 - 00100, Nairobi, Kenya.

■ +254 700 722 522 | **○** +254 722 300 245.

admin@achrp.org | https://achrp.org

NITA: NITA/TRN/1234

# **Managing Difficult Employees Training**

Date	Time	Duration	Venue	CPD	Cost (Excl. VAT)PP
8th Apr, 2023	08:30 AM-11:30 AM	3 Hour(s)	Webinar, Zoom	1	1,500.00

#### **Course Overview**

IHRM: C00259

In every workplace, you are likely to perceive some colleagues are being more difficult to work with than others are. Before you rush to judgment, you should determine if and how you might be contributing to the situation. (After all, you may be the problem.) If you have determined that the problem is not you, then this course can help.

In this webinar, the trainer will share methods for recognizing the characteristics of some of the most common types of difficult people and gives you strategies for dealing with these individuals more effectively. The trainer will provide practical techniques for dealing with a variety of different behaviors, including negativity, aggression, childishness, and selfishness. In addition, she explains how to overcome your negative thinking, and get the best from a difficult boss.

## **Course Objectives**

By the end of this program, participants will be able to;

- Identifying and understanding difficult people.
- Handling aggressive and passive-aggressive people.
- Working with negative people.
- Working with procrastinators and people with bad habits.
- Conquering your negative thinking.
- When the difficult person is your boss.
- Dealing with micromanagers.

## Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- Managers and supervisors responsible for team performance.
- Human Resource Managers
- Legal advisors and compliance officers.
- HR Business Partners
- HR Officers
- People Managers

## Video Link(s)

Module Title	Video Link	

Den MGathitu

CHRP. Den PN Gathitu Secretary General

**Academy of Certified Human Resource Professionals** 



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DATE: (	05:11:2025	PROFORMA INVOICE							
Invoice To:									
QTY	DESCRIPTION		1	NET (KES)	VAT (	KES)	GROSS (KES)		
1	Managing Difficult Employe	es training		1,500.00	240.00		1,740.00		
GROS	GROSS: One Thousand Seven Hundred Forty 1,740.00								
***PAYMENT DETAILS***									
	<b>Pay Bill No:</b> 247247 <b>Account No.:</b> 300245 <b>Amount:</b> KES 1,740.00								
Bank Name: Equity Bank Account Name: Academy of Certified Human Resource Professionals Ltd Account Number: 1 2 9 0 2 7 1 2 4 5 7 5 3									
NOMINEE DETAILS									
We wi	sh to Nominate our employee	e(s) listed below	to att	end the above	trainin	g:			
#	NAME		]	EMAIL ADDRESS			TELEPHONE		
NOMINATION AUTHORIZATION & FUNDING CONFIRMATION									
I, the	undersigned, authorize this r	omination and c	onfirn	n that funds a	re availa	able for t	his training.		
Name of Authorizer:									
Position:									
Mobile Phone No.: Email Address:									
Organization KRA PIN: Signature:									
Date:									
Email this document to <u>admin@achrp.org</u>									
NB: No credit facilities. Full payment is required before participation.									