

ESSENTIAL MANAGEMENT SKILLS: **HANDLING CHALLENGING EMPLOYEES**

INTRODUCTION

Why does management need to understand and handle “challenging” employee? Because the most effective way to ensure workplace effectiveness and productivity is to address employees’ concerns and troubled behaviors as soon as possible. Decreased productivity usually results from these factors:-

- **Loss of Employees** – temporary/permanent replacement, recruiting & training costs
- **Absenteeism/Presenteeism** – missed days, present at work but not fully engaged in their work etc
- **Medical expenses** – disability, sick leave, medical claims
- **Accidents on the job** – due to substance abuse or emotional distress
- **Managerial/Supervisory Time** – to handle grievances/problems and deterioration of staff moral

BENEFITS FROM THE COURSE - It will be useful for manager/supervisor:-

- To understand importance of early identification and appropriate response to prevent problem escalation.
- To learn how to identify behaviors and job performance issues which may be caused by unresolved workplace or personal problems.
- To learn how to respond to these “challenging” employees’ behaviors and troubling situations.
- To know when and how to consult with and refer these employees to, other professionals (Employee Relation/HR, EAP, Occupational Health, Legal etc) and how to monitor employee behavior and situations



CONTENT OUTLINE

- Awareness of Manager/Supervisor’s Roles & Responsibilities
- Assessment Skills (Identify Signs of Challenging Employees); Consultation Skills; Referral Skills

WHO SHOULD ATTEND

Anyone with managerial/supervisory roles in their job. Maximum 25 participants per workshop.

TRAINER – LOW MI YEN, Clinical Psychologist/EAP Director

Biodata: An experienced global Employee Assistance Program (EAP) expert in Malaysia for the past 12 years. Provides a comprehensive worksite-based program (EAP) designed to help identify and facilitate employees’ behavioral, health and productivity and solving complex work situations such as deteriorating job performance caused by health and psychological issues, workplace harassment and others.

MEDIUM OF CONDUCT – English

COURSE FEE - RM 488 per pax ; RM 788 (Discounted Price for 2 pax)

DATE/TIME – 21st August 2010 (Sat)

VENUE – WELcafe, Turning Point Integrated Wellness Sdn Bhd