



Toxic behaviour in the workplace is very expensive!

And many individuals and organisations simply ignore the behaviour and its costs, avoid addressing the behaviour and therefore often allowing it to continue.

Meanwhile the business, and in particular, its people and potentially its customers, suffer from the toxic behaviour that has been permitted.

Dealing with Toxic People - Objectives

Below are the objectives we work toward in nearly all of the training/coaching programmes we design for clients:

Organisationally

- Understanding the costs of toxic behaviour to the workplace
- Creating personal, professional and organisational “policies” around toxic behaviour
- Establishing “rules” to enforce the “No Toxic Behaviour Policy”
- Coaching Skills for managers dealing with toxic behaviour
- Training and coaching on conflict dynamics

Individually

- Self-Assessment – Toxic Behaviour
- 360 Assessment – Conflict Dynamics Profile
- Learn to spot destructive and constructive behaviour choices in you and others
- Identify how to review communication preferences
- Keys to staying calm in even the most difficult situations
- Focus on steps that will get people to hear everything you say
- Techniques on listening more objectively to what others have to say
- How to give and receive criticism and keep emotions in check
- Save time by flexing your style rather than trying to change others
- Learn why a smile is a critical key to resolving issues and conflict resolution

To explore how we might work together to address your needs around toxic behaviour, please contact us today and we'll have a collaborative interview – where we ensure all of your needs are fully understood so that we can co-create some next steps towards solutions.

Getting Started:

Contact Project Balance – Gary Scholz gary@projectbalance.com.au – www.projectbalance.com.au

To arrange for an appointment with:

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