

Dynamic Management for Staff Behaviours©



Interpersonal competence ©, not just technical competence, is considered essential for successful operation of an organisation. The demand for an understanding and development of interpersonal competence in the workplace is evidenced by the burgeoning growth of knowledge in that sphere.

This one day personal development course has been designed in response to the need by our workforce to gain practical skills in dealing with staff behaviours, especially those that are considered 'difficult'.

While the course may be applicable to staff in any type of employment, the focus is on staff associated with laboratory operations, where technical competence, often complex, is the core of the business. The course comprises presentations, optimal two-way interaction and workshop style group sessions. Topics covered during this one day course include:

- Organisational vision, expectations and values;
- Staff roles and relations in the organisational structure;
- Personality traits, styles, behaviours;
- Atypical or "difficult" staff behaviours;
- Management and resolution of conflict;
- Communication;
 - Verbal, non-verbal and written;
 - Questioning and listening skills;
- Action plan.

Target group

This new one day course is intended for supervisors, managers and staff whose occupation requires regular interaction with people.

The Presenter

Dr Eveline Baker is an enthusiastic scientist, regarded as a highly motivational, inspiring presenter. She has significant experience in management, education and training, pure research, product development and applied research. Dr Baker has designed, developed, written and delivered scientific, technical and management courses over a broad range of education and experience levels to postgraduate, managerial and practitioner.

Comments on recent feedback forms include:

'Very interactive, encouraging, open and willing to share experiences...'

'Thank you.....for your wisdom shared.'