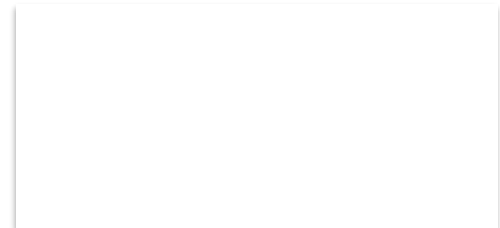




MANAGING DIFFICULT BEHAVIOURS IN THE WORKPLACE

Darren Robertson –Conflict Management Specialist



ProActive ReSolutions

1

Prevent
Conflict

2

Repair
Relationships

3

Protect
Individuals at
Risk of
Violence

Agenda

1.

- Behaviours/Conflict Ladder

2.

- Attributes of a Psychologically Safe Workplace

3.

- Who's Responsible for Achieving It?

4.

- What can we do individually?

Behaviours

What does a **DISRESPECTFUL** workplace look like?



The Conflict Ladder

Workplace Conflict Ladder

The Symptoms of Workplace Conflict



Psychologically Safe Teams



3 Attributes of Psychologically Safe Teams

Following the
Written Rules

Participating

Psychological
Safety

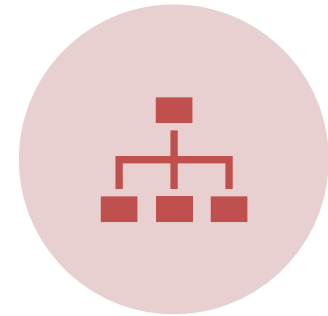
Following the Written Rules



CLEAR AND EASY
ENOUGH TO FOLLOW



FAIRLY AND EVENLY
ENFORCED



STRUCTURE AND
CLARITY

3 Attributes of High Performing Teams

Following the
Written Rules

Participating

Psychological
Safety

Participating



Human Right

Dependability

Mutual
Respect

3 Attributes of High Performing Teams

Following the
Written Rules

Participating

Psychological
Safety

Psychological Safety



Speak Up



Challenge
Ideas



Raise
Questions

3 Attributes

Following the
Written Rules

Participating

Psychological
Safety

RESPONSE STRATEGY





INDIVIDUAL RESPONSIBILTY

RESPONDING TO OTHERS

STRAIGHT TALK™



A Final Thought



Change your workplace, one conversation at a time

That's a Wrap



[This Photo](#) by Unknown Author is licensed under [CC BY](#)