
Dealing with Challenging Behaviours (Total Quality Learning – Essentials Series)

This program focuses on the importance of collaborative work relationships and recognizing how the personality styles of yourself and others impact and influence the work environment.

TQL Kit includes

- 1 Facilitator Guide (including program content and facilitator instructions)
- Program Agenda (½ day delivery)
- 4 Exercises
- 10 Participant Workbooks
- 10 Pre and Post Evaluations
- 10 Tent Cards
- Soft copy of Handouts, Evaluations and Tent Cards
- A supplementary PowerPoint

Program Content

Introduction

- Objectives

Building Relationships

- What Do I Need From Work Relationships?
- What's Important in Work Relationships?

People and Personalities

- Understanding Different Personalities

Working with Each Style

- Personality Style Traits
- Modifying Your Style – How this Helps You Work Harmoniously with Others
- Listening Skills and Styles

Working with Diversity

- Other Types of Diversity

Working Harmoniously with Everyone

- Resolving Conflict
- The Resolution Meeting

Strategies for Working Collaboratively

- Encouraging Others
- Positive Thinking
- Guiding Principles

Practice

Learning Journal