Managing Challenging Individuals & Leaders

Scientific research shows that various forms of bullying do occur in organisations. Cumulative research evidence suggests that bullying behaviours are detrimental to employees’ health and well-being and promotes negative and counter-productive acts at work. The aim of this masterclass is to provide managers with evidence-based tools and strategies for effectively identifying destructive leaders as well as efficient ways in managing them. The masterclass will address three converging questions: a) What drives a supervisor to be abusive at work? b) How can this destructive leadership affect employees, their families, and even third parties? c) What evidence-based strategies can organisations do to identify and then effectively manage these destructive behaviours?

Recommended audience
This masterclass is designed for line supervisors and managers who want to:
• Deepen their knowledge of the “psychology” behind bullying
• Develop “diagnostic” and “intervention” skills to identify and manage challenging individuals and leaders

Key benefits
By the end of this masterclass, participants will be able to:
• Identify the “causes” or “symptoms” of destructive leaders
• Develop awareness and “observational skills” in detecting destructive behaviours
• Develop and apply evidence-based practical strategies in managing destructive leaders

Topics to be covered
• Prevalence
• Abusive supervision
• Drivers of abusive supervision
• Consequences of abusive supervisory behaviour
• Interventions and actionable strategies

Length of session
One full-day of combined short interactive lectures and group discussions