



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

