

# Victory Performance Consulting

Helping good people change the world.



## ADDRESSING DISRUPTIVE BEHAVIORS

### *Strategies and Tactics for Handling Hostility in the Workplace*

When people get disruptive in the workplace, how employees respond significantly impacts personal safety, employee and customer satisfaction, brand reputation, and financial results. So, what can you do about it? This program will help you understand a range of disruptive behaviors (from rudeness to extreme violence), manage unproductive emotions, apply constructive communication tactics, de-escalate volatile situations, and gain strategic influence over the behavior of others. Want to learn how to turn disruptive situations around? This program is for you!

### **Format and Duration:**

Online (worldwide) or onsite (Americas, Europe, Asia); 4-16 hours

### **Learning Objectives:**

- Recognize disruptive behaviors
- Manage emotions that can get on your way
- Apply the four strategies for impacting other people's behaviors
- Demonstrate verbal and nonverbal techniques to gain strategic influence

### **Leadership Competencies:**

- Managing and resolving conflict
- Addressing inappropriate workplace behavior

### **Fields of Study:**

- Social environment of business
- Specialized knowledge / personal development