

# ***MANAGING DIFFICULT EMPLOYEES***

<b>Component Description</b>	<b>Objectives</b>
<ul style="list-style-type: none"><li>◆ Why People Become Difficult</li><li>◆ Understanding Behaviour</li><li>◆ Labour Relations Act</li><li>◆ Ontario Human Rights Code</li><li>◆ Profiles Of Difficult People</li><li>◆ Management Strategies</li><li>◆ Conducting A Positive Meeting</li></ul>	<p>By the end of this session, participants will be able to:</p> <ul style="list-style-type: none"><li>– identify why some employees become difficult</li><li>– describe different types of behaviours and profiles</li><li>– discuss rights, responsibilities and procedures related to the Labour Relations Act and the Ontario Human Rights Code</li><li>– develop strategies for dealing with difficult employees</li><li>– conduct a positive meeting</li></ul>

