

Management
Development
Programme

Managing
Difficult
People
at work



Indian Institute of Management
Tiruchirappalli

Date

April 9-10, 2018

Programme Directors

Prof. Papri Nath &
Prof. Abhishek Totawar

Venue

Trichy

Introduction

The course talks about the different types of personalities and behaviour at workplace. Difficult personality or behaviour patterns are not always inherent. Mostly it is an outcome of the misfit between the personalities of the organization and the individual. Such a misfit leads to 'difficult' behaviour patterns like bad attitude, difficulty in handling change and terrible customer service. Unfortunately, if this kind of behavior patterns are not managed, other employees might start modeling the same behaviour patterns. Therefore, the course attempts to develop an understanding of the fit between personality and job profile.

Objectives

- To enable the ability to identify and understand the nature of 'difficult people and behaviour' at work
- To enable the participant to identify personality profile of self and others
- To enable participant to manage 'difficult people and behaviour' at workplace

Profile of Expected Participants

This programme is intended for corporate employees who need to deal with people of diverse mental frames to reach their targets. Managers who think that people management is the missing link between them and their career growth are the main target participants. Participation criteria is a minimum of two years of work experience as a team member, manager, or leader.

Course Content

This programme is a blend of case discussions, role plays, and psychometry exercises. The course covers various workplace behaviour and phenomena which are difficult to handle at workplace. The course flows at three levels. First, an understanding of various personality profiles and difficult behaviour patterns at workplace through case discussions. Second, identifying the personality profile of self through psychometry. Third, learning the ways of managing difficult people and behaviour at workplace through role plays and group discussions. After completion of the three levels a 'future development plan' will be developed and action plan will be discussed.

Programme Directors

Prof. Papri Nath is an Assistant Professor at IIM Trichy in the area of Organizational Behavior and Human Resource Management. She is a PhD from IIT Kharagpur. She holds a masters degree in Psychology (specialization: Organizational Behavior) from Banaras Hindu University. She is also a recipient of the 'Junior Research Fellowship' granted by University Grants Commission (UGC-JRF). She is a participant of the

How to Enroll

Enrolment form for nomination or participation can be downloaded from the 'Executive Education' of our website, http://iimtrichy.ac.in/images/MDP_Enrollment.pdf. Kindly fill in this form mentioning full details of the participant(s), sponsoring organization, and the payment particulars. The filled in form along with the Demand Draft need to reach the EEC Office well in advance before the commencement of the programme. In case of online payment, the filled in form may be scanned and e-mailed to us.

The programme fees can be paid in any one of these two ways:

- Demand Draft drawn in favour of **Indian Institute of Management Tiruchirappalli** payable at Trichy.
- Electronic Fund Transfer through NEFT/RTGS for which Account details of our Institute are given below.

Bank A/C No: 32170820601

Name of the Bank: SBI

Name of the Branch: NITT Branch, NIT Campus, Tiruchirappalli

Bank Branch Code : 01617 IFSC No: SBIN0001617 MICR No: 620002009

In case of online payment, kindly intimate the EEC office with the relevant transaction details through email, so that we can connect your remittance to your nomination.

Please note that the confirmation of participation will be provided only on receipt of programme fees by EEC office.

You are encouraged to send in your nominations at least 3 weeks prior to the commencement of the programme. However, we accept nominations up to 2 weeks before the start of an MDP, subject to seat availability.

Please Note:

All enrolments are subject to review and approval by the Programme Directors. Joining Instructions will be sent to the selected candidates 10 days before the programme commences. **Kindly finalise your travel plans only after you receive from IIM Trichy confirmation of your nomination.**

Our correspondence address is as follows:

Executive Education & Consulting Office

Indian Institute of Management Tiruchirappalli

NITT Campus, Thanjavore Main Road

Tiruchirappalli - 620015, Tamil Nadu

Phone: 0431- 2505025 | Email: eec@iimtrichy.ac.in