



Hollier and Hart

We help people have productive conversations about complex and difficult issues.

Our Principals, Fiona Hollier and Phillip Hart, are Nationally Accredited Mediators.

- Mediation
- Dealing with complex multi-party issues
- Conflict coaching
- Facilitation
- Community / stakeholder engagement
- Team development
- Strategic planning
- Group consultation and decision making processes
- Skills development.

We have supported a wide range of private and public sector organisations in achieving their goals.

For more information:
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Contact Us

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We are based in Sydney, Australia, and undertake projects in regional and interstate locations.

Dealing with difficult staff behaviours

Executive and senior managers sometimes spend an inordinate amount of their time dealing with staff who behave in ways they find undermining, challenging and confrontational.

We help executive and senior managers build skills and strategies for dealing with difficult staff behaviours confidently and constructively.

We can help you:

- prepare for difficult situations
- try to resolve particular issues or disputes
- improve how you deal with conflicts and difficult behaviours
- maintain neutrality and build the trust of all the parties
- assist others who are in conflict
- reduce and remove obstacles to good staff performance.

I have a junior manager who is really struggling. Two of her staff are at each other's throats. She is doesn't like dealing with conflict, so she just keeps avoiding doing anything about it. I've made suggestions, but nothing seems to work. I wish I knew how to help her.

Options

First, we will sit down with you to hear from you about the situations you are facing, and what you have tried so far.

We will then explore with you a range of options to suit your circumstances. These could include:

- A short series of informal conversations
- Conflict coaching, a semi-structured process for clarifying your thinking about the issues and expanding your options for dealing with them
- An extended individual skills development workshop, intensively focussing on helping you build the skills and strategies for your situation – like a “boot camp”
- Being available as an on-going resource for dealing with difficult behaviours as they arise.

I couldn't believe it. Two of my junior staff tackled me on my way to the meeting, complaining about their supervisor. You should have heard the language they were using! And if I didn't fix it, they threatened they'd get in the union. Is it any wonder I don't visit that branch – it's always difficult.

- ✓ **Discrete and confidential** – these are very sensitive issues and need to be discussed privately
- ✓ **Informal and relaxed** – a chance to reflect and plan, out of the ‘din of battle’
- ✓ **Flexible** – to fit in with your busy and demanding schedule
- ✓ **One-to-one** – focussing on your particular staff's difficult behaviours.