



安讯教育与科技有限公司  
Axon Consultancy Sdn Bhd

# MANAGING CHALLENGING BEHAVIOURS AT WORK



**Axon Consultancy Sdn. Bhd.**

(Co Reg no: 201701042497)

2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga,  
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## AN OVERVIEW

This 2-day practical training program equips participants with the skills and confidence to manage difficult behaviors and challenging interactions in the workplace. Participants will learn to understand the root causes of workplace conflict, communicate assertively, manage emotions effectively, and apply proven conflict-resolution strategies. The program focuses on real workplace situations and provides practical tools to promote professionalism, collaboration, and a positive work environment.

**Duration:** 2 Days

## WHO SHOULD ATTEND:

This program is suitable for individuals at all levels within an organisation, including:

- Managers and supervisors
- Team leaders and executives
- Human resource professionals



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## Programme Objectives

By the end of this programme, participants will be able to:

- Understand the root causes and patterns of challenging workplace behaviours
- Identify and manage different behaviour styles professionally
- Apply emotional intelligence to regulate responses during conflict
- Communicate assertively and effectively in difficult situations
- Use structured conflict resolution models appropriately
- Address workplace challenges in alignment with HR policies and ethical standards
- Develop a practical personal action plan for sustained behaviour management

## Learning Outcomes

Upon completion, participants will demonstrate the ability to:

- Recognise early warning signs of escalating conflict
- Apply suitable communication and de-escalation techniques
- Manage difficult conversations with confidence and professionalism
- Resolve conflicts using appropriate conflict management styles
- Strengthen collaboration and positive workplace relationships
- Document and escalate issues in accordance with organisational procedures



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## TRAINING METHODOLOGY

This program delivers instructor-led, experiential learning through:

- Workplace-based case studies
- Facilitated role-play using non-sensitive, realistic scenarios
- Group reflection and guided discussion
- Conflict simulation exercises
- Peer and facilitator feedback
- Development of individualised personal action plans



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## Course Content

### Day 1: Understanding Behaviour and Strengthening Communication Skills

#### Module 1: Foundations of Workplace Behaviour

- Understanding why challenging behaviours occur in professional environments
- Distinguishing behaviour patterns from personality traits
- The organisational impact of unmanaged conflict on performance, engagement, and morale

#### Module 2: Identifying Challenging Behaviour Styles

- Common workplace behaviour styles: passive, aggressive, passive-aggressive, dominant, and emotional
- Recognising early warning signs and escalation patterns
- Triggers, stressors, and environmental influences on behaviour

#### Module 3: Emotional Intelligence (EQ) in Workplace Conflict

- Developing self-awareness and emotional regulation
- Identifying and interpreting emotions in others
- Responding constructively rather than reacting impulsively

#### Module 4: Effective Communication for Difficult Interactions

- Principles of assertive and respectful communication
- Applying the CALM communication model
- Using verbal and non-verbal cues to reduce tension and build clarity

#### Module 5: Practical Tools for Difficult Conversations

- Setting and maintaining professional boundaries
- Structuring and leading challenging conversations confidently
- Language that escalates conflict vs. language that promotes resolution



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## Day 2: Conflict Resolution Strategies and Sustainable Action Planning

### Module 6: Conflict Resolution Frameworks

- Overview of the Thomas-Kilmann Conflict Management Styles
- Selecting the appropriate conflict style for different situations
- De-escalation techniques and maintaining control in high-tension scenarios

### Module 7: Managing Common Types of Difficult Colleagues

- The Complainer
- The Know-It-All
- The Silent or Withdrawn Individual
- The Aggressive Communicator
- The Negative or Toxic Behaviour Pattern (addressed strictly within professional and ethical workplace boundaries)

### Module 8: Problem-Solving in Workplace Conflict

- Identifying root causes rather than surface symptoms
- Prioritisation and decision-making tools
- Adopting a solutions-focused and constructive mindset

### Module 9: Building Collaborative and Respectful Relationships

- Creating mutual understanding and trust
- Encouraging positive and accountable behaviours
- Strengthening team dynamics and workplace culture

### Module 10: Policies, Ethics, and Professional Standards

- Aligning behaviour management with organisational policies
- Understanding HR processes, documentation, and reporting requirements
- Maintaining professionalism, fairness, and ethical conduct

### Module 11: Personal Action Planning

- Identifying immediate applications in the workplace
- Developing long-term strategies for managing challenging behaviours
- Follow-up practices for sustained behavioural change







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## **Trainer Portfolio: Ms Jegathiswari Seetha Raman (Arularase Baskar) HRDC Accredited Trainer | NLP Practitioner | Life & Mindset Coach | Emotional Intelligence Specialist**

Jegathiswari Seetha Raman is an award-winning professional trainer with over 20 years of experience in corporate training, coaching, and personal development, renowned for her energetic facilitation style and ability to spark deep, lasting transformation. Armed with multiple certifications—including Master NLP Practitioner, Master Emotional Intelligence, Life Purpose Coach, and NLP in Sales & Persuasion—she has empowered thousands to elevate their communication, strengthen emotional resilience, and unlock high-performance mindsets. Her diverse career spans sales leadership, digital marketing, HRDC and Penjana programmes, and specialised coaching for both working professionals and retrenched individuals, giving her a unique blend of behavioural expertise and real-world business insight. A recipient of major industry accolades such as the National Education & Training Excellence Award and the Asia Lifetime Achievement Award in Learning & Development, as well as the author of *The Power of Purpose*, Jegathiswari delivers training rooted in authenticity, empathy, and purpose—helping individuals and organisations transform potential into meaningful, measurable results.

### **Areas of Expertise**

- NLP & Emotional Intelligence
- Communication Mastery
- Leadership & Team Motivation
- Sales Psychology & Humanised Sales
- Mindset & Personal Transformation
- High Emotional Intelligence
- Goal Setting & Purpose-Driven Performance
- Coaching for Behavioural Change

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