

Tuesday 21st April 2020

Leeds Horizon, Leeds LS10 1JR

(10 mins from train station/next to Jurys Inn)

9am to 5pm



**SoR**

THE SOCIETY OF  
RADIOGRAPHERS

# Training for Managers

Do you need help managing extreme difficult behaviour in staff?

Do you feel manipulated by one particular person at work?

Are you at a loss to know which management techniques to deploy?

Difficult staff behaviour seems to be a growing problem in many departments. Most people behave well most of the time, but problems can develop in the workplace with staff that show extreme, persistent and difficult behaviour.

Martin Smith PhD, will deliver this unique workshop to help service managers develop their understanding and strategies to manage this small but very difficult group of any workforce.

This workshop looks at extreme difficult and manipulative behaviours that go beyond the plain awkward.

## PROGRAMME

This event will cover:

- Understanding extreme difficult behaviour (EDB)
- Understanding how staff develop into an EDB
- Identifying the “predator from the prey”
- Awareness of difficult personality types

This course will:

- Develop strategies to manage extreme difficult behaviour in the workplace
- Use an active case study to identify language and behaviour of an EDB
- Recognise key warning signs to help tackle extreme difficult behaviour at an early stage.

**This event has limited places on a first come first served basis.**

**Tickets are £295 for members £350 for non-members including lunch and refreshments.**

**Contact [helenw@sor.org](mailto:helenw@sor.org) to reserve your place at this one-off training event**



## ABOUT MARTIN

Martin is an accredited member of the British Association of Counsellors and Psychotherapists, a life member of the Open University Psychological Society and a member of the Institute of Leadership and Management. A senior lecturer in psychotherapy at Nottingham Trent University and independent training consultant, he specialises in extreme difficult behaviour in the workplace and personality issues which go well beyond simply awkward. <http://www.taking-control.co.uk/> <https://uk.linkedin.com/in/martin-j-smith-phd-830a9a35>



**MARTIN SMITH PhD**

