# FLINDERS UNIVERSITY

## MANAGEMENT AND LEADERSHIP PROGRAM

### Module 2: Having the difficult conversations – working with underperforming staff

**Monday 18 July 2011**

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| 9.30   | Welcome and Opening                        | Purpose and expectations                                               | Mr John White  
Director, Human Resources                                |
|        |                                             | Introductions / overview of the program for the morning                | Ms Liz Baré  
LH Martin Institute for  
Higher Education  
Leadership & Management (LH Martin) |
| 9.30 – 11.15 | Working with underperforming staff – understanding the issues | **Content**  
Themes explored over the morning include:  
- Understanding what drives high conflict individuals  
- Dealing with different types of conflict personality  
- Alternate forms of managing conflict  
- The legal/industrial framework | Ms Liz Baré  
Mr John White |
| 11.15 – 11.45 | Morning Tea                               |                                                                        |                                                             |
| 11.45– 1.00 | Strategies for working with underperforming staff | **Learning outcomes**  
Participants will gain an understanding of:  
- Drivers of high conflict behaviour  
- Appropriate forms of interaction with high conflict staff  
- Alternate means of managing conflict |                                                             |
| 1.00 – 1.30 | Close and Light lunch                      |                                                                        |                                                             |