

# Management Development Programme

Managing  
Difficult People  
at Work



Prof. Abhishek Totawar &  
Prof. Papri Nath



17<sup>th</sup> Aug – 18<sup>th</sup> Aug'21 (2 Days)



Online – Direct to Device mode



Indian Institute of Management Tiruchirappalli

## Program Introduction

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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.

## Program Objectives

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- 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

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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.

## Program Content

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This programme is a blend of case discussions, role plays, psychometry, and experiential 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.

### DELIVERABLES

- Development of a Personality Profile through Psychometry and Consultation
- Behavioural techniques for handling difficult behaviour at workplace



## About the instructor(s)

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**Dr. Abhishek Totawar** is a faculty in the area of Organizational Behavior & HRM at IIM Trichy. His research interest lies in areas of organizational justice, organizational change, leadership and individual motivation. Working in these areas he had opportunities to present his work at avenues like Academy of Management (AOM) USA, European Group of Organization Studies (EGOS) Finland, International Congress of Psychology (ICP) Paris, European Congress of Psychology (ECP) Milan; leading to publications in international peer-reviewed journals like Human Resource Development Review and South Asian Journal of Management.

He has co-authored a case study titled 'Mannarkkad Rural Service Cooperative Bank: Innovating at the Edge'. The case talks about multiple developments at a cooperative bank, which it brought in to remain relevant in the fast-changing banking landscape of India. This case has received an 'Honorable Mention' in the ISB-Ivey Global Case Competition 2018, and is published (in press) with Ivey Publications, and is available in Harvard Business School Publishing.

At the MBA and Executive MBA program, he teaches courses like Managing People & Performance in Organizations, and Managing & Leading Organizational Change.

After completing his Masters in Psychology from Banaras Hindu University (BHU). Abhishek earned his Ph.D. (Fellow) from IIM Indore. He has attended the Participant Centered Learning Program (Executive Education) at the Harvard Business School, Boston.

**Dr. Papri Nath** is a PhD from IIT Kharagpur. Currently she is a faculty in the area of Organizational Behavior at IIM Trichy. She holds a master's degree in Psychology (specialization: Organizational Behavior) from Banaras Hindu University. She is a University level Gold Medalist in Psychology at Graduation level. She received 'Mother Theodosia A.C. Memorial Scholarship' for the same. She is also a recipient of the 'Junior Research Fellowship' granted by University Grants Commission (UGC-JRF). Her thesis was nominated in the 'best five thesis' category by ' Prof. Durganand Sinha Dissertation Award Trust'.

Her areas of research interest are positive emotions, psychological resilience, attributional style, wellbeing, feedback, team dynamics, and mindfulness. She has attended conferences like International Congress of Psychology and International Congress of Applied Psychology.

She has offered training programmes to National Judicial Academy, India Post, NLC India, Saint Gobain, Manipal Global, CTSTI, ITI, NSTI etc. She teaches Post graduate and Research students at IIM Trichy.



## About IIM Tiruchirappalli (IIMT)

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Indian Institute of Management Tiruchirappalli (IIMT) is the eleventh IIM and was instituted on 4<sup>th</sup> January 2011. IIM as a name has steadily become synonymous with excellence in management education and has established a benchmark for unwavering quality in India. IIM Trichy aims to find its own footing in developing competent professionals for the industry and doing quality research in India.

IIMT is functioning from its sprawling state-of-the-art campus spread over 175 acres of land on Trichy-Pudukottai highway, about 11 km from Tiruchirappalli International Airport.

IIMT offers the following academic programmes

- PGPM: Two-year full-time Post Graduate Programme in Management
- DPM: Full-time doctoral programme in Management
- E-DPM: Executive doctoral programme in Management
- PGPBM: Two-year part-time Post Graduate Programme in Business Management

Apart from regular academic programmes and Executive Education programmes, IIMT also provides consulting services to Corporates and other organizations in different areas of management.

## Programme Venue

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This programme will be delivered through online - Direct to Device mode.

## Course Duration

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The programme will start from 17<sup>th</sup> August 2021.

**Duration: 17<sup>th</sup> August – 18<sup>th</sup> August'21**

## Programme Fee

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The programme fee for each participant will be **Rs. 20,000/-** plus applicable GST. This programme fees cover expenses towards academic material fee including a certificate with folder, souvenir and platform charges.



The programme fees can be paid in any one of the following ways:

1. Demand Draft has drawn in favour of Indian Institute of Management Tiruchirappalli payable at Trichy.
2. 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: IIMT Campus, Chinna Sooriyur Village, Pudukkottai Main Road, Tiruchirappalli-620024  
IFSC No: SBIN0071187 MICR No: 620002063

Please Note:

- The confirmation of participation will be provided only on receipt of programme fees by the EEC office. All enrolments are subject to review and approval by the Programme Director.
- Joining Instructions will be sent to the selected participants one week before the programme commences.
- If a participant fail to attend the programme, no refund of fees will be made. However, the same can be adjusted during the current or next financial year. In case the programme is being cancelled by IIM Tiruchirappalli, then the programme fees will be refunded in full to the person/organization concerned.

## How to apply

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Nominations (online / scanned copy / hard copy) should preferably reach Executive Education & Consulting Office (EEC) on or before two weeks of the programme start date. The nomination form can be downloaded from our website. Kindly fill in the form mentioning full details of the participant(s), sponsoring organization and the payment details.

Both companies sponsored as well as self-sponsored nominations are invited.

**Our correspondence the address is as follows:**

Executive Education & Consulting (EEC)  
Indian Institute of Management Tiruchirappalli  
Pudukkotti Main Road, Chinna Sooriyur Village,  
Tiruchirappalli - 620 024, Tamil Nadu  
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