



# Managing Difficult Colleagues

*A Focused Learning Plan*

If you've ever worked with a difficult colleague you've likely seen first hand how disruptive they can be. Working through this plan will help you gain valuable insight into reframing how you work with your most challenging coworkers.

1.

## Watch "Managing Difficult Colleagues" & Complete the Post-Session Homework



60 mins



Webcast Recording



Post-Session  
Homework

*Learning to work with different colleagues, especially those who are difficult, is essential to workplace productivity. In this webcast, learn about 7 types of difficult colleagues, gain a better understanding of their motivations, and insight into selecting the right communication strategy for the right person. After you've finished watching the webcast, make sure you download the additional resource packet from below the video and review both additional resources.*

2.

## Read "Practical Advice for Dealing with Difficult Faculty Colleagues"



5 mins



Job Aid

*As a department chair, how do you deal with a difficult colleague? Much the same way a supervisor or manager in a business organization would—by taking steps to reduce the negative consequences of a difficult colleague.*

3.

## Watch "Conflict Management for Institutional Leaders"



60 mins



Webcast Recording

*Now that you've learned some practical solutions for changing how you work with difficult colleagues, it's time to turn your attention to managing conflicts when they arise. Watch this webcast to learn how to skillfully resolve conflicts with difficult personalities so you are taking control of those situations rather than playing into their hands.*

4.

## Complete & Submit Your Final Reflection!

*Please complete all of the reflection activities on the next page. Don't forget to submit your work once it's complete.*



# Managing Difficult Colleagues

*Final Reflection*

**Please confirm that you've completed each of the following activities:**

I have watched "Managing Difficult Colleagues" & completed the Post-Session Homework"

I have read "Practical Advice for Dealing with Difficult Faculty Colleagues"

I have watched "Conflict Management for Institutional Leaders"

**Then, answer the following reflection questions:**

1. Think about the 7 types of difficult colleagues that were identified. What type presents the most challenges for you? What is it about their communication style that is challenging for you?

2. Strategize how you will respond the next time you encounter a difficult colleague. What steps will you take to minimize the negative consequences? Details your strategy below.

**Once you're done, submit your work to receive proof of completion.**

Please email your completed PDF to [austin@academicimpressions.com](mailto:austin@academicimpressions.com)

If you would like us to notify your supervisor of your completion of this focused learning path, enter their email in the box below.