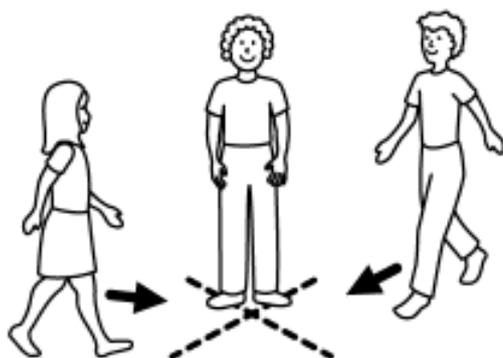


## Human Resource Training Seminar

# Managing Difficult Employee Behaviour



**at the  
National Museum of Slovenia  
October 19 – 21, 2015**

## 1 Rationale

Nowadays, there are heavy demands on museum managers and directors. They not only run departments or museums in difficult times with financial pressures and operational demands they also have to make sure that their staff are motivated even if some of them don't share common values.

What is surprising is that the saying '*one bad apple can spoil and destroy a highly functioning team within a very short period of time*' is still more than valid today and people with staff responsibilities need to make sure that they have the strength to face up to employees resistant to change. The fact is that when employees are exposed to bullies or destructive co-workers their work and the work of the whole organisation is impacted as well. Furthermore destructive behaviour creates an environment that is full of strife and angst, affecting personal and job satisfaction, increasing health issues, limiting motivation and resulting in low performance.

This seminar explores some of the key factors of difficult behaviour and provides a range of useful skills, techniques and practical suggestions to help prevent or solve such critical situations some of which can threaten the whole organisation.

## 2 Seminar Objectives

The seminar is focused on increasing the understanding of all aspects of difficult staff behaviour and their impact, as well as exploring effective ways to manage this often stressful situation effectively and decisively.

Practical sessions will provide examples of difficult employee behaviour and also look into legal issues and how managers can manoeuvre within the tight Slovenian legal framework in accordance with the Labor Relations Act and the triangular relationship between employees, employers and trade unions and individual labour law, which governs on the rights of individual workers and the protection of these rights.

Practical sessions will also include discussions, debates and sharing experiences with other participants and peers will foster a better understanding of specific staff challenges in Slovene museums and will highlight that human resource management is probably the most difficult managerial field and certainly a challenge for everyone.

In addition, the ICOM Code of Ethics will be at centre stage when discussing values and principles for people working in and for museums. The Code is a reference tool that sets minimum standards of professional practice and performance for museums and their staff.

Before we look closer into difficult staff behaviour and their impact on the whole organisation, the seminar will clarify some of the terminology when talking about difficult employee behaviour.

### **3 Outcomes**

By the end of the seminar participants should be able to

- clarify terminology
- identify main factors that cause problematic behaviour
- identify and use strategies and actions that are likely to minimise or prevent such behaviours from occurring (proactive strategies)
- identify and apply skills and techniques to address any such poor behaviours once they occur, in a calm, constructive and professional manner (reactive responses)
- Practice adapting different techniques using case studies
- feel more capable and confident in preventing such behaviours, and in dealing with the effectively should they occur
- know more about Slovene labour law, culture legislation and civil servant law and how to use these for the benefit of the organization
- adopt the ICOM Code of Ethics into your work practice

## 4 Structure and Methodology

The seminar is set as an interactive workshop with useful practice examples, expert inputs and time for discussion and debate.

Other details include:

- 2.5-day programme
- Mix of experts' inputs, discussions and workshops
- 1 evening after-dinner talk/or special museum event
- Small team of Slovenian and international experts

## 5 Who should attend?

Managers, directors, head of departments and individuals with staff responsibilities whose success depends on managing people successfully.

A maximum of 12-15 participants can take part on a first come / first served basis.

Participation is free of charge.

Applications should be send to: [marjeta.mikuz@nms.si](mailto:marjeta.mikuz@nms.si)

## 6 Team

**Arnie Skelton**, managing director, Effective Training and Development (UK)

**Vesna Zakeršnik**, independent attorney and mediator (SLO)

**Dr. Marjeta Mikuž**, director, Office of Moveable Heritage (SLO)

**N.N.**, mediator and coach (SLO)

**Mag. Christian Walth** MA, director, KulturAgenda (AT)

*(Changes might apply)*

## 7 Location Venue

National Museum of Slovenia, Metelkova 1, seminar room 1<sup>st</sup> floor.

Lunchtime is not included, however the organisers will provide a list of restaurants within the vicinity of the museum.

## 8 Organiser

- Office for Moveable Cultural Heritage and Museums, National Museum Slovenia
- KulturAgenda

## 9 Contact Details

### **Dr. Marjeta Mikuž**

Head of Office for Moveable Cultural Heritage and Museums  
Prešernova 20  
1000 Ljubljana  
Slovenia  
Email: [marjeta.mikuz@nms.si](mailto:marjeta.mikuz@nms.si)  
Tel: + 386 31 312 900

### **Mag. Christian Waltl MA**

Director, KulturAgenda  
Dr. Wutte Straße 14  
9020 Klagenfurt  
Austria  
Tel: +43 463 591566  
Mobile: +43 (0) 650 5545165  
Email: [christian.waltl@kulturagenda.at](mailto:christian.waltl@kulturagenda.at)  
Web: [www.kulturagenda-consulting.com](http://www.kulturagenda-consulting.com)