



Managing Difficult Staff

An Interactive Masterclass



11 November 2026 (Wednesday)
9:30am – 5:30pm
CPD Hours: 7



Cantonese
(with English materials)

Enrol
NOW



Managing difficult staff can feel like an endless, exhausting headache that drains your time, energy, and overall team morale.

This high-impact, fully interactive workshop moves far beyond traditional lectures to give you relief. Imagine gaining back your work hours from difficult staff, through hands-on practice, case simulations, and peer feedback, you will discover how to accurately diagnose workplace friction and master strategic conversations that influence real change.

Course Outline



Diagnose the Root Cause: Separate emotional noise from real operational roadblocks.



Decode Personalities: Identify 6 "Fruit Profiles" to apply the right management strategy.



Lead Tough Talks: Master the PUSHE framework for structured, empathetic 1-on-1s.



Secure Accountability: Connect inner motivations to clear expectations and measurable results.



Ms Tonia Tsui

BA Harvard-educated leadership coach with a Master of International Business from France, brings over 17 years of expert facilitation experience to guide HR professionals through complex leadership challenges.



Price

Member

HK\$2,500

New Member

HK\$3,745

Early Bird offer

[Only if enrolment & payment are received by 30 Sep 2026]*

HK\$2,000

HK\$3,245



HKIHRM

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