

NAVIGATING UNHEALTHY WORKPLACE BEHAVIOURS

Training Programme No: 10001716109

Program Overview:

Incivility, exclusion and negative communication patterns can take hold subtly, yet their impact on trust and wellbeing can be significant. This course helps you understand how unhealthy behaviours emerge, how they affect individuals and teams and why some situations require careful, proportionate responses. You will explore the organisational norms and leadership practices that shape what is accepted or challenged.

You will learn evidence-informed strategies to recognise early warning signs, respond constructively in complex or sensitive situations and set boundaries that support healthier interactions. The Programme also examines when and how to escalate concerns appropriately, ensuring fairness, confidentiality and procedural integrity.

Through practical tools, real examples and reflective discussion, you will build the skills to reduce the impact of challenging behaviours, rebuild trust after conflict and support a culture grounded in respect, accountability and psychological safety.

Who will Benefit:

This programme is ideal for leaders, managers, HR professionals and team members committed to creating workplaces that are safe, respectful and inclusive, even when behaviours are complex or difficult to address.

Content:

During this training programme, you will explore:

- What constitutes healthy and unhealthy workplace behaviour
- Organisational norms and leadership practices that influence behaviour
- The impact of incivility, exclusion and communication breakdowns
- Early warning signs and contextual factors that signal declining conduct
- Practical, proportionate approaches for responding with clarity and composure
- When and how to escalate concerns appropriately
- Rebuilding trust and restoring collaboration after conflict
- Everyday leadership practices that reinforce respect and psychological safety.

Learning Outcomes:

- Recognise the early signs of unhealthy workplace behaviours and their impacts
- Respond constructively when escalation is difficult or not possible
- Minimise the personal and team impacts of challenging behaviours
- Understand the importance of clear behavioural standards for wellbeing and performance
- Build confidence in shaping a respectful and accountable workplace culture
- Identify appropriate pathways for escalation while maintaining fairness and confidentiality
- Support wellbeing and repair team relationships after conflict or behavioural breaches.

Learning Approaches:

A variety of learning approaches are used to leverage the diversity and experience of the participants and utilising the facilitator's expert knowledge of adult learning principles, including:

- Facilitator-led discussions
- Group discussions and activities
- Small group syndicate work, case study or simulation as needed
- Key take-away actions (KTA's)
- Personal reflection and Individual Development Planning (IDP).

Dates	26-27 August 2026, Wednesday & Thursday
Time	(2 days) 9:00am – 4:30pm
Training Venue	St. Giles Boulevard Hotel, Mid Valley City, Kuala Lumpur
Fee	RM 3,200 per participant



Register early to secure your seat:
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