



face value
PERFORMANCE PSYCHOLOGY

Managing Difficult People

A half-day skills workshop from Face Value

Quite possibly one of the most demanding aspects of modern day work is managing other people. We are all sentient beings, but that doesn't mean we act logically and without emotions. It takes time, patience and the willingness from all parties to engage if we are to begin to understand really how we feel, think and behave. Relationships are tricky things to manage. The starting point must be understanding yourself.

In this half-day course, you will cover the following learning outcomes through individual, paired, small- and whole-group activities:

- Defining what makes people 'difficult' – what is it they do (or don't do)?
- Understanding why this is 'difficult' for you.
- Understanding your emotional reaction to difficult people: what range of emotions do you experience?
- 'Right, wrong or just 'different?' In what ways can other people be different to you: neuropsychological differences (developmental disorders, psychopathology, adolescence), personality differences, life experiences and differences in values and beliefs.
- Thinking errors and language patterns: using questions to allow other people time and space to explain what they mean.
- How to use rhetoric (ethos, logos and pathos) and assertiveness to influence and persuade those who disagree, object, block, obfuscate and refuse to co-operate.

Course key information

- Half-day course (AM or PM).
- Full-day course formats are also available.
- In-person or virtual delivery (MS Teams).
- 3 hours of delivery + 30 minutes of breaks.
- Interactive sessions with small-group work.
- 12 delegates only (min. 6 required to run).
- Full-colour course workbook.
- Refreshments and pastries upon arrival.
- Open/public: £99 + VAT per delegate.
- In-house: £750 + VAT for 12 delegates.

Face Value is a Sheffield-based business which draws on over 30 years of experience in operational management, leadership development, organizational behaviour and neuropsychological coaching to provide evidence-based, bespoke and practical services to businesses across Yorkshire and the United Kingdom. Get in touch today to discuss how we can help you!