

Dealing with Difficult People

Dates & Venues

ITF short courses are run at venues around the U.K. For dates and locations visit the website or email bookings@indietrainingfund.com

All venues have disabled access

Times

Register from: 9.45am
Session: **10am**-5pm

Max. attendees 10

Maximum of two delegates per company.

Eligibility

ITF courses in London are open to *ITF members, Pact members and freelance industry professionals with two years proven work experience.

ITF courses supported by additional funding from national and regional agencies are open to industry professionals from the relevant region. Please note our courses are not suitable for students or new entrants.

Cost

Fees are listed on the website indietrainingfund.com

More info

*Find out more about the Indie Training Fund and how to become a member: indietrainingfund.com

A one-day seminar for production managers, team managers or anyone who would like to develop their people management skills.

Content:

- defining difficult and aggressive behaviour
- understanding, predicting and dealing with incidents
- game playing and how to avoid it
- building positive relationships
- non verbal behaviour
- personal development planning

Format:

A highly practical day that will help you identify your strengths and weaknesses in a conflict situation and develop the skills you need to manage difficult situations. Using TV based case studies, exercises, questionnaires and delegates' own experiences.

The tutor:

Sue Ahern, Creative People: Sue worked for the BBC as a producer in network radio and TV production, becoming Senior Training Manager for Radio, responsible for the management and design of journalistic, technical and creative training. After the BBC she worked in independent TV and radio, advertising, press and other media related businesses. Sue joined Creative People in 1995. She specialises in helping individuals to realise their potential.

What the delegates say:

'Brilliant course, a real eye opener'. Uli Hesse, Stolen Moments

'The personality profile was very handy - it helped me to understand the behaviour & reaction of other people'. Kasia Uscinska, Freelance

Booking:

To find dates, check availability & to book visit indietrainingfund.com or contact: bookings@indietrainingfund.com.

Developing a skilled workforce for the
UK independent TV production sector

