

Dealing with Difficult People

Wednesday 18th November 2020

13:00 - 16:00

Virtual via Zoom

Trainer: Kate Hincliffe, Impact First

Audience: All Staff

An interactive session where you explore how to:

- Use emotional intelligence to improve communication and levels of empathy
- Use specific techniques to plan for potentially difficult conversations

Trainer Profile

Kate is the Director of Impact First, which was formed in 2010. With a career spanning over 25 years, Kate has held leadership positions across a range of organisations.

For nearly four years she led the Training & Development Agency's (TDA) North East Regional Centre, successfully delivering a large Government contract. Kate is currently working with Teesside University & Serco to deliver a range of leadership development activities.

Kate's career has focused on leading the development and reform of organisations, teams and individuals to improve outcomes through better performance. She has established and managed a range of successful multi-agency projects, gaining national awards including 'Partners in Excellence', 'Charter Mark' and 'Customer First'.

Kate is a qualified teacher and has an MBA from Durham University. She is a trained and experienced coach, NLP practitioner and has undertaken an internship with Gerry Egan and the University of Manchester to become an advanced enterprise consultant. Kate has had particular success in scoping, developing and delivering bespoke training programmes and providing coaching to individuals and businesses to secure better outcomes.

REAL Trust Members: Free

Non-Members: £100 pp

