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## Trainers

## About Bridge Builders



Colin Patterson is Assistant Director of Bridge Builders, and an Anglican priest. He has worked as a training officer for the Diocese of Durham, and is an experienced adult educator. Author of the Grove booklet *How to Learn Through Conflict*, he is also a contributor to *101 Great Ideas for Growing Healthy Churches*.



Sue Haslehurst lives in Oxford, where she is involved in restorative justice, and works as a freelance community mediator. For many years Sue led a Mennonite Church in London and taught on the 'Workshop' Christian learning programme.



Bridge Builders seeks to transform the culture of the church in relation to how leaders lead and the way conflict is handled. We aim to strengthen the ministry of Christian leaders, by helping them to be more self-aware, and to develop greater skills, confidence and resilience for working with tensions and conflict in the church.

Bridge Builders offers a range of training courses and workshops, and leads tailored learning events on request. In addition we provide coaching, consultancy and mediation services.

Find out more at [www.bbministries.org.uk](http://www.bbministries.org.uk)

*'Bridge Builders' is a working name of Bridge Builders Ministries.*

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# Dealing With Difficult Behaviour

**A workshop training day for people in church leadership**

**Thursday 29 June 2017  
Bloomsbury Baptist Church**

**London**

**9.30–4.30**

**Transforming church culture**  
The way leaders lead and how conflict is handled

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# Dealing With Difficult Behaviour

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## A practical challenge

Church leaders sometimes ask in despair what they can do about people who seem quite unreasonable, people who wear you down with persistent negative behaviour, and leave you feeling blocked at every turn, or even under siege. In such circumstances, it is easy to get sucked into a spiral of blame and recrimination. The most important contribution you can make as a leader is to model a response that is both firm and compassionate.

This presents challenges, both spiritual and practical. You may need to be honest about how your own attitude contributes to the problem.. You may need to learn more effective ways of naming patterns of behaviour that are damaging fellowship between fellow members of the body of Christ. And you may need to attend more to the health of the whole body, and focus less on individuals who are viewed as troublesome.

This workshop will equip you with insights and skills for dealing with difficult behaviour. With practically-focused training, it is designed for people who are part of a church's leadership group (e.g. a staff team, ministry team, eldership, diaconate, church council), especially those with pastoral responsibility.

A key part of the day is that you will work with a case-study from your own experience. The aim is to give you confidence and hope.

## Programme

Running from 9.30 to 4.30, the programme includes worship, presentations, case-studies, and hands-on skills training.

- Review your own approach: "difficult people" or "difficult relationships"?
- Practise looking below the surface of presenting behaviour
- Plan how to be appropriately assertive, speaking the truth in love
- Learn how to attend to the health of the body of Christ as a whole, rather than focus too much on "problem members"

## Cost

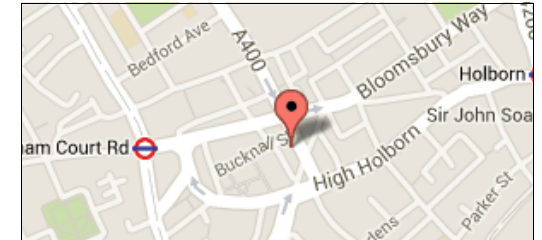
£65 per person

This includes training materials, refreshments and a simple buffet lunch.

## Venue

Bloomsbury Central Baptist Church  
235 Shaftesbury Avenue  
London WC2H 8EP

[www.bloomsbury.org.uk](http://www.bloomsbury.org.uk)



The Church is situated at the edge of Covent Garden, close to the junction of New Oxford Street and Shaftesbury Avenue. The nearest underground stations are Tottenham Court Road, Holborn and Covent Garden. The nearest car parking is on Bloomsbury Square, Museum Street and Great Russell Street. There are meters on the surrounding streets.

## How to Book

Please complete the online form at [www.bbministries.org.uk](http://www.bbministries.org.uk) (under Training, then Open Workshop Days) and then send the fee to us, either by cheque payable to *Bridge Builders* or by electronic bank transfer (BACS), to secure a place.

Cancellations before Monday, 19 June 2017 will receive a 50% refund. Thereafter no refund will be provided.

Full contact details for Bridge Builders are on the back panel.

