

Managing Challenging Behaviours

Overview

When working with people from different walks of life on a daily basis, and often requesting them to undertake activities they may not be enthusiastic about, some level of challenging/aggressive behaviour is inevitable. This is an interactive workshop designed to build skills in dealing effectively with challenging and aggressive behaviours from an employment service provider perspective.

This workshop aims to provide you with the skills to help you understand and deal with the challenges of a modern-day client centred employment service framework. You will acquire the knowledge on how to identify challenging/aggressive situations, enhance your communication techniques to avoid high levels of conflict in the workplace and work on strategies to minimise harm/threats in the workplace. The workshop particularly focuses on providing you with an opportunity to review and discuss techniques and consider alternative and innovative approaches.

Course content

- Understand the causes of challenging/aggressive behaviours
- Identify the escalation of challenging/aggressive behaviours
- Increase confidence in managing challenging/aggressive behaviours
- Understand how one's behaviour can affect others
- Identify strategies that staff/supervisors/sites can put into place to minimise harm to themselves and minimise threats in their immediate environment
- Understand the importance of debriefing sessions following incidents involving any conflict situation

Who's it for

Frontline staff and consultants working with employers and job seekers.

Options

Time: 2 hours to a full day
Delivery: Easily tailored to suit
(In-house workshop, webinar, group delivery or individual coaching)



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