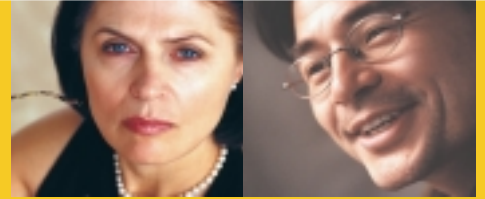


Lifeline

Training



Working Effectively

Handling challenging behaviours or situations

(Delivered as a full or half day course)

Who is it for?

Workers in public contact roles responding to people who are sometimes quite distressed and may either become angry and aggressive, or talk about the possibility of suicide or homicide.

What will you learn?

At the completion of this module, participants will:

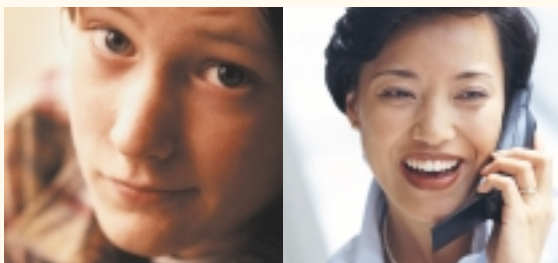
- know that their needs and challenges in relation to responding to these situations are acknowledged and understood;
- have knowledge and skills which will enable them to manage these interactions in role appropriate effective ways;
- have a framework for making appropriate referrals;
- have begun to develop an understanding of appropriate role boundaries and can clarify the relative responsibilities of the customer and the worker to achieve effective outcomes;
- have been given a brief background on issues related to risk assessment when confronted with anger or threats of suicide/homicide; and
- understand the process for follow-up debriefing and support.

What are the Benefits to your Organisation?

- enhance staff efficiency and sense of wellbeing; and
- meet OH&S training requirements.

Why Lifeline?

Lifeline Trainers are ideally placed to train in this area as Lifeline's expertise in hearing and responding to distressed people has been developed over 40 years.



WHO TO CONTACT?

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