In some jobs, employees will find themselves managing emotionally charged interactions on a regular basis.

Having a sound understanding of the reasons for challenging behaviours, how to manage and de-escalate that behaviour, and how to look after yourself in the process, is essential for safe and effective responses in challenging situations.

Our Managing Challenging Interactions workshop will build participants' skills and confidence to understand and respond to clients in emotional distress, those who are highly frustrated and angry, and those who may have underlying mental health concerns.
After completing the course, participants will be able to:

- Key strategies to maintain your resilience when handling challenging interactions
- How to recognise signs of complex behaviours and mental health concerns
- How to effectively respond to highly emotive interactions
- How to de-escalate interactions with angry or aggressive clients
- How to respond to clients presenting with mental health conditions
Course Delivery

Our courses are a blend of instructor-led and self-led courses.

The instructor-led courses can be delivered virtually or face-to-face, providing an interactive and thought-provoking learning experience.

Managing Challenging Interactions is a 3.5-hour interactive facilitator-led workshop.

Our programs are developed by trainers and subject-matter experts, with continuous improvement strategies in line with the needs of communities.
What some of our participants have to say

"I think this is a great workshop for anyone in customer relations to allow them strategies in dealing with conflicting customer situations."

"The first call I took this morning was someone very heightened and I used the techniques from yesterday and she was so responsive, it really calmed her down."

"The content was good. I enjoyed the break out sessions and particularly enjoyed the content, discussion and guidance around suicide. Thank you."

For more information:
E: workplacetraining@lifeline.org.au
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