



## Managing Challenging Interactions

This workshop is designed for frontline workers including but not limited to retail, call centre, collections, customer services, complaints handling and escalations staff, case managers or anyone exposed to challenging interactions in the workplace.

This workshop aims to provide participants with practical skills and knowledge to deal with people who may present with challenging, abusive or aggressive behaviour.

Participants will be provided with the communication skills and processes to support challenging interactions and learn to use objective, measured approaches to alleviate distress while building their own coping skills and resilience.

This workshop is also relevant for Team Leaders managing these teams.



## Delivery

Interactive Facilitator-led session (virtually or face to face)

Intended for 12-20 participants max.

## Total Course Duration

4 hours

## Structure

Facilitator led

[Pricing available on request](#)

## Outcome

Using the Lifeline 'Recognise, Respond and Refer' framework participants will learn:

- What background factors may be causing distress
- Communication skills and grounding techniques to assist challenging and/or emotional conversations
- Strategies for dealing with Anger
- What to do if customers/colleagues are at risk of suicide
- Self-care strategies to use during and after difficult calls



## About Corporate Training

Lifeline Australia offers a range of training programs based on the development of mental health awareness and skills. By choosing a Lifeline training program you benefit from our experience and expertise, built on decades of delivery as a leading provider in the mental health sector.

## What sets Lifeline apart?

We are a leading provider of crisis support, mental health and suicide prevention programs in Australia,

We are a Registered Training Organisation (RTO)

Our approach is evidence based

Best practice programs delivered nationally by qualified and experienced Lifeline trainers

Developed by trainers and subject matter experts

Externally evaluated and continuously improved

## About Lifeline

Lifeline is a national organisation that has been providing a range of crisis support and suicide prevention services in Australia for more than 50 years.

We specialise in the areas of crisis support, suicide prevention, mental health and well being as well as domestic and family violence awareness.