In our daily lives at work, at home and in our communities, we may come across people in distress. Without the right training, it is difficult to know how best to support them.

Dealing with people who are distressed, angry or otherwise challenged by a situation can be difficult for all of us.

Never more so than in a work environment where we have a job to do, clients to service, colleagues to consider and boundaries to work within.

Managing Challenging Interactions by Lifeline is suited to anyone who is exposed to challenging situations and interactions in their workplace or community.
These roles include, but are not limited to; retail, call centers, collections, customer services, complaints and escalation handling, and case management.

This workshop aims to provide participants with the contextual knowledge of why a person might present with distress, become abusive or be aggressive.

After completing the course, participants will be able to:

- Apply practical skills and communication tools to safely intervene or escalate the situation
- Set boundaries
- Debrief
- Build resilience
- Develop their own self care plan.
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 4-hour interactive facilitator-led course. It can be delivered virtually or face to face.
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."

"Every workplace should have to do this course as part of their induction process. Lifeline are doing an excellent job."

"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:
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