



## RESPONDING EFFECTIVELY IN DIFFICULT INTERACTIONS

Interactions with people who are distressed, in crisis, angry or thinking about suicide can be one of the most difficult parts of someone's role in the workplace.

The REDI workshop is a 5.5-hour workshop 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 difficult interactions in the workplace.

### Using the 'CALM' framework

(Clarify the situation, Adapt your response, Link to support, Me time - self-care), participants will learn:

- **Contextually what may be going on with a distressed person;**
- **How the brain reacts to stress;**
- **Communication skills to assist difficult or emotional conversation;**
- **How to de-escalate anger;**
- **What to do if callers/colleagues are at risk of suicide;**
- **Self-care strategies you can use during and after difficult calls.**

At every session delivered by Lifeline Melbourne and Ballarat there is at least one trained crisis supporter in the room to provide support to audience members and to answer any questions.

**Uniting**