

# Managing Challenging

## Interactions

### Overview

Throughout our working life, it is likely that we will come across situations where we are exposed to the challenging behaviour of others. This is particularly relevant for people whose roles require customer or staff contact when dealing with the general public. There are many factors that may cause a person to become distressed and exhibit challenging, abusive or aggressive behaviours. In this workshop Lifeline's recognise, respond and refer framework is used to explore how to manage challenging interactions with empathy and compassion.

### Aim

This workshop aims to provide knowledge and practical skills on how to respond to distressed people who may present with challenging, abusive or aggressive behaviour. Participants are provided with the opportunity to practice communication skills using processes to support these challenging interactions and learn to use objective, measured approaches to alleviate distress and increase their own coping skills and resilience.

### Learning Objectives

- Identify factors that may cause a person to be distressed.
- Practice communication skills to assist in managing difficult or emotional interactions.
- Strategies for de-escalating anger.
- Identify how to support people at risk of suicide.



- Describe and implement self-care strategies before, during and after challenging interactions.
- Identify how to support people at risk of suicide.
- Describe and implement self-care strategies before, during and after challenging interactions.

### Format

- 4-hour face-to-face or virtual workshop with a qualified Lifeline Trainer.

### Resources

- Participant Workbook
- Certificate on Completion of course.

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