

Managing Challenging Behaviour

Workshop (5 Hours)



This interactive workshop is designed for front line employees or anyone dealing with people on a daily basis. It will equip you with the practical skills, knowledge and strategies to manage challenging behaviour and improve workplace relationships. The workshop discusses the roles and habits of challenging behaviour and asks the question: "What is it that these people really want"? Learn how to employ your natural communication style to minimise, contain and avoid unnecessary conflict situations. Plus discover the common mistakes people make.

Facilitator:

Caroline Dean is an experienced trainer and workplace consultant with a background in criminal justice sociology. She specialises in implementing positive cultural change by finding solutions to bullying and harassment, workplace conflict and challenging behaviour.

Outcome: Statement of Attendance.

When:**Hobart**

Course 1: Wed 10 November, 9.30am – 2.30pm.

Course 2: Fri 30 July, 9.30am – 2.30pm.

Launceston

Course 1: Fri 16 July, 9.30am – 2.30pm.

Course 2: Wed 27 October, 9.30am – 2.30pm.

Where: At your workplace or the workshop is available at the Burnie Campus, Alanvale Campus or Campbell St Campus.

Cost: \$195 per person. Fees are inclusive of workshop and resource manual.

Group Bookings: Held at a time to suit you in your workplace. Contact us for a quote. Travel and related costs may apply when we visit you in your workplace.

For further information please contact:

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The Total Training Package
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