



Managing Challenging Interactions

This workshop is designed for people whose role requires managing challenging interactions whether they are emotional or aggressive.

It is also relevant for Team Leaders managing these teams.

Participants will explore conceptually what may be behind challenging behaviours and in doing so, will learn the skills and knowledge to handle these interactions in an objective and empathetic way.

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

- Communication skills to assist with emotional and aggressive conversations
- Strategies to de-escalate anger
- What to do if someone is at risk of suicide
- Self-care strategies to use before, during and after challenging interactions

When: Wednesday, 10 May 2023

Time: 1.00pm – 5.00pm

Delivery: Interactive facilitator-led session, online via Zoom

Cost: \$110 + GST (introductory price)

Registration and payment: [Trybooking](#)

For further information, please contact: