

# Managing Challenging Interactions

General Information




In some jobs, employees will find themselves managing emotionally charged interactions on a regular basis.

Having a sound understanding of the reasons for challenging behaviours, how to manage and de-escalate that behaviour, and how to look after yourself in the process, is essential for safe and effective responses in challenging situations.

Our Managing Challenging Interactions workshop will build participants' skills and confidence to understand, defuse and respond to clients in emotional distress, those who are highly frustrated and/or angry.

After completing the course, participants will be able to:

- Identify strategies to maintain resilience
- Practice using the CARP model to manage challenging interactions
- Apply de-escalation techniques to manage unacceptable behaviour
- Identify ways to respond to people who may be suicidal.



**"I think this is a great workshop for anyone in customer relations to allow them strategies in dealing with conflicting customer situations."**

**"The first call I took this morning was someone very heightened and I used the techniques from yesterday and she was so responsive, it really calmed her down."**

Our programs are developed by trainers and subject-matter experts, with continuous improvement strategies in line with the needs of communities.

## COURSE DELIVERY

- Managing Challenging Interactions is a 4 hour interactive facilitator-led workshop.
- 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.



Lifeline Australia delivers education and training programs focusing on building resilience, suicide awareness and prevention.

For more information:

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