



**Challenging Behaviours:
Strategies for De-escalation Understanding and Recovery
A VICSERV Specialist Partnership Training Program**

Program Aims & Objectives:

- Present a range of skills in dealing with aggressive and other distressing behaviours
- Understand conflict resolution and problem solving approaches according to Myers Briggs Personality Inventory
- Deepen our knowledge of the origins and triggers of challenging behaviours
- Identify personal and organisationally realistic strategies for staff and client recovery

Learning Outcomes:

1. Strategies to deal more effectively with aggression: physical threats, intense emotional expressions, complaints and passive aggression
2. Increased understanding of the typical factors contributing to hostility
3. Recognise the early warning signals and what to do
4. Identify where a person is in the cycle of hostility and therefore the appropriate interventions
5. Outline steps to set up a workplace culture where challenging behaviours are less likely to occur and the ongoing negative effects are well managed
6. Checklists for identifying skilful and poor practice
7. A record of the key elements for your own professional development including managing your own well-being

Program Content & Structure includes:

- Personal reflection
- Personalised and group tuition
- Information sharing
- Skills practice (with feedback on request)
- Specific workplace examples from participants for focus
- Opportunities for learning, fun and recovery
- Resource Kit with reading list.


Who should attend?

This training day is designed to be suitable for all workers in the sector including managers, team leaders, counsellors, advocates and administration staff. APS accreditation points will be sort on request, with sufficient notification

Program Presenter: Sheree McDonald psychologist & teacher

- Sheree has provided executive coaching, professional supervision and training to CEO's, managers and teams in the health and welfare sectors
- She is an expert in how people learn and integrate skills in work patterns, to be sustained even in times of stress
- A psychologist with over 20 years experience in counselling, managing organisational change, facilitating groups, designing and implementing innovative consultation and training programs, skilling participants to build teams and resolve conflicts

Trainer: Sheree McDonald
Date(s) & time(s): Tuesday 18 November 9.15am – 4.30pm
Location: VICSERV, Level 2, 22 Horne Street, Elsternwick
Cost: VICSERV Member Rate \$165.00 including GST, Lunch & Course Manual
 Non Member Rate \$206.25 including GST, Lunch & Course Manual

		<p> Please fax this registration form to (03) 9519 7022, OR mail to PO Box 1117, Elsternwick 3185 OR email: training@vicserv.org.au </p>	
Name (please print):			
Course & Code:		Challenging Behaviours: Strategies for De-escalating Understanding and Recovery T815	
Date(s) & time(s)		Tuesday 18 November 9.15am – 4.30pm	
Location:		VICSERV, Level 2, 22 Horne Street, Elsternwick	
Cost (please tick box):		VICSERV Member Rate \$165.00 inc GST	
		Non Member Rate \$206.25 inc GST Text	
Organisation:			
Invoice Address:			
Suburb:		Postcode:	
Tel:			
Fax:			
Email:			
Confirmation Address (if different from Invoice Address):			
Suburb:		Postcode:	