

Managing difficult behaviours in the workplace

Workplaces can present challenging behaviours from both internal and external sources.

When challenging behaviours occur, it can often cause distress and uncertainty.

This workshop will boost your knowledge and self-assurance in managing challenging behaviours.

We will identify, discuss, and investigate the underlying problems that frequently contribute to people acting in ways that other people find challenging. We will explore practical methods for handling challenging behaviours in a cooperative and beneficial manner.

Participants will also get the chance to examine behaviours that they find particularly problematic, identify personal triggers for these behaviours, and investigate constructive methods to respond to them.

As the day goes on, there will be opportunities to practise particular abilities.

This workshop will help participants to:



- ▶ Identify difficult behaviours
- ▶ Describe and explore contributing factors to people behaving in challenging ways
- ▶ Discuss and reflect on personal triggers.
- ▶ Consider how their personal triggers impact their perception of challenging behaviours.
- ▶ Develop skills and techniques to respond to challenging behaviours effectively.
- ▶ Develop an understanding of WHS legislation (such as anti-discrimination obligations) and how this influences responses to challenging behaviours.
- ▶ Learn strategies to promote cooperation
- ▶ Use de-escalation techniques
- ▶ Explore self-care
- ▶ Explore ways managers can support staff



More information

For more information or to book this workshop for your local government contact the LGIS People Risk Team at peoplerisk@lgiswa.com.au or call 9483 8888.

