

BEHAVIOURAL DE-ESCALATION OF CHALLENGING BEHAVIOURS

Across a range of occupational situations, staff have the potential to be confronted with challenging situations, including individuals exhibiting a range of abusive or aggressive behaviours. These behaviours may be triggered by personality issues, emotional disturbance, mental instability or the effects of alcohol or drugs. When staff are unsure as to the most effective ways to respond to such behaviours, they tend to revert to instinctive defence postures which often exacerbate rather than defuse the situation. This short course (3 hours) provides a range of practical strategies on how to deal with and de-escalate challenging and confrontational behaviours.

Course content:

- Understanding the emotional basis of difficult behaviour
- Using appropriate communication skills
- The dos and don'ts of dealing with agitated and angry people
- De-escalation of confrontational situations.
- Dealing with emotionally disturbed individuals
- Dealing with individuals affected by alcohol or drugs
- Strategies for managing threats and intimidation
- Body language and using body posture to your advantage
- Techniques for assisting and supporting a colleague victimised by aggressive behaviour
- How to manage and defuse the stress which may arise from dealing with difficult and challenging behaviour.

Course presenter: Michael Tunnecliffe

Michael is a Clinical Psychologist with an extensive professional development background in the management of Critical Incident Stress and coping with challenging situations. He has established programs for de-escalating threatening and aggressive behaviour with hostel staff, detention centres, human services personnel, hospitals, welfare services and emergency personnel around Australia and New Zealand. Michael has written the script and workbook for the training videos, *Managing Difficult Behaviour* and *Managing Aggressive Behaviour in the Workplace*, produced by "Channel 1 Training Videos".

EMERGENCY SUPPORT NETWORK - PH (08) 9430 4377
michael@emergencysupport.com.au