



## Dealing with aggressive stakeholders

### Level two

#### About ACIM Solutions

ACIM Solutions is a niche nationally recognised training organization providing innovative, high quality and tailored learning programs. Our interactive short course programs are designed for individuals or organisational groups and provide valuable opportunities to build practical people management for a broad range of contexts.

#### The program\*

Participants will discuss the risks and responses to aggressive stakeholders as they impact on the work context. This will ensure improved management practices can be implemented immediately by individuals and work groups into the workplace to build resilient and capable organisational cultures.

#### Who is the program for?

This one-day workshop program can be run independently or jointly with the second day Dealing with Aggressive Stakeholders level one. It is ideally suited to those who manage conflict situations or deal with difficult or aggressive stakeholders in compliance and regulatory roles.

#### What is it about?

This course builds on the content from the level one program but focuses more on managing the physical presentation of workplace violence posed by aggressive stakeholders. The program is designed to build practical skills for people to manage difficult client interactions in field based or uncontrolled areas.

#### What you will learn

In this course, you will learn how to:

- Assess a situation and determine the best response strategy
- Use communication skills and nonverbal strategies/advanced de-escalation techniques
- Identify and assess changing levels of risk

- Develop a risk assessment for planned work activity
- Recognise safe and danger zones in the workplace
- Identify and use personal safety strategies when responding and managing an aggressive person
- Identify when support and assistance is required from law enforcement or other services
- Use exit awareness in the physical environment and use these strategies when necessary
- Use open hand evasive techniques
- Utilise the minimum and safe placement of force
- Utilise defensive tactics and identify appropriate restraint techniques
- Build practical resilience skills

#### New skills

The key difference in this program from level one is the discussion and development of advanced practical tools and strategies to proactively minimise risk and professionally respond to aggressive behaviours.

#### Our facilitators

We will help you develop new and enhanced capabilities and build professional confidence through interactive presentations, practical group activities, realistic scenarios and troubleshooting tips for managing aggressive stakeholders. To read more about our team go to:

[www.acimsolutions.com.au/category/our-team](http://www.acimsolutions.com.au/category/our-team)

\*Options exist to upgrade this program to achieve a Statement of Attainment of a nationally recognised unit of competency PSPGEN032 – Deal with Conflict.

For more information or book a course, see our website [www.acimsolutions.com.au](http://www.acimsolutions.com.au) or email: [contact@acimsolutions.com.au](mailto:contact@acimsolutions.com.au)

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