



Managing challenging behaviours

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.

Introduction

Some workplace roles involve managing potential or actual volatile situations on a regular basis. Increasingly, circumstances arise when behaviours from our colleagues, stakeholders, the public or clients extend past 'difficult' and into 'challenging' conduct.

People at all levels of an organisation are being increasingly called upon to manage elevated emotions, threats and even potential physical harm. Trying to manage these types of behaviours in the workplace simply through trial and error can have disastrous and costly consequences for individuals and organisations. A positive response to these situations is contingent upon the development of sophisticated skill sets.

Who is the program for?

This one-day program is ideally suited to those performing compliance or inspectorate roles or people who deal with clients or members of the public who are potentially volatile such as crowd control. The skills are transferable to any environment however useful where people may experience heightened situations that require additional skills to defuse a situation.

What is it about?

The focus of this program is to develop skills to *respond* rather than *react*. Experienced facilitators will help to develop new capabilities and professional confidence through a mix of interactive presentations,

practical strategies, scenario-based group activities and troubleshooting tips to help de-escalate heightened situations.

The training will be brought to life by opportunities for discussion and analysis of various experiences.

What you will learn

In this course, you will learn how to:

- Identify and differentiate between difficult and challenging behaviours
- Increase your self-awareness around your own responses to challenging behaviours
- Understanding the link with Emotional Intelligence and conflict management
- Identify and assess changing levels of risk
- Building skills around proactive and positive communication strategies
- De-escalation strategies
- Risk management skills – planning, personal safety and identifying environmental hazards in the workplace.

New skills

This program is aimed at developing and practicing skills to embed the learning and improve the response to difficult situations.

Our facilitators

As with all our ACIM short courses, this is a very interactive program. We offer extensive experience in managing heightened situations and achieving positive outcomes using the strategies we outline. Not only have our team confronted and positively managed volatile incidents for many years, they are experienced adult educators which ensures successful learning outcomes for our participants.

To read more about our team go to:

www.acimsolutions.com.au/category/our-team

For more information or book a course, see our website www.acimsolutions.com.au email: contact@acimsolutions.com.au

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