



## Dealing with aggressive stakeholders

### Level one

#### 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\*

For organisations, providing training to team members in managing aggressive stakeholders is a proactive strategy in managing risk. These programs are a tangible demonstration of support by providing opportunities for team members to develop and practice the techniques that will improve their individual wellbeing and build confidence in the team.

#### 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 two. 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 provides processes for handling difficult situations and conflict with aggressive stakeholders. It 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
- Identify motivators for triggers and distress

- Use communication skills and nonverbal strategies
- Identify and assess changing levels of risk
- Utilise advanced de-escalation skills
- Recognise safe and danger zones in the workplace
- Identify and use personal safety strategies when responding and managing an aggressive person
- Use exit awareness in the physical environment and strategies to be able to exit that environment when necessary
- Build practical resilience skills

#### New skills

The practical skills you will learn in this program can be applied immediately. The communication strategies and improved risk management practices can be implemented by individuals and work groups directly into the workplace to build resilient and capable organisational cultures.

#### Our facilitators

As with all our ACIM short courses, our highly experienced facilitator will help you to develop new and enhanced capabilities and build your 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)