



TRAINING

Person-Centred De-Escalation

PRESENTED BY: LARA STEEL

Lara Steel is the General Manager of Practice Excellence at Anglicare WA. With a strong background in Community Services Management and Clinical Supervision, she has worked in therapeutic and case management roles across the domestic violence, refugee, children's counselling and mental health sectors. She holds tertiary qualifications in Counselling, Psychology and Forensic Sexology.

Date: 7 March 2018

Time: 9.30am-4.30pm

Cost: \$240 per person (incl. GST)

Location: East Perth

Course Overview

This workshop provides an overview of the skills and understandings required to address client presentations that involve aggression or complexity. It focuses on challenging the 'lens' through which we interpret and understand difficult client behaviour to gain increased insight, understanding and self-awareness and provides an alternative client-centred way of responding.

Who is this course suitable for?

It is suitable for all workers in front line client contact roles however is specifically relevant to anyone working in health or community services including administration, reception roles as well as helping professionals.

The one day workshop will cover:

- Information on the factors involved in complex client presentations
- Strategies to de-escalate situations in a person-centred way
- Strategies to self-manage responses to client aggression
- Self-care management

By the end of this workshop participants will have:

- A personalised safety plan
- A personalised self-care plan
- Increased understanding of aggressive and complex client presentations and strategies to engage effectively
- Strategies to manage one's own internal response to client aggression and complexity and enact self-care

If you wish to attend please complete a registration form.

To register contact

9263 2122

or email training@anglicarewa.org.au

   anglicarewa.org.au/training-services



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