



TRAINING

RESPONDING TO CHALLENGING BEHAVIOURS

PRESENTED BY: GINETTA PAPALUCA

Ginetta Papaluca has over 15 years' management experience working with organisations across the Private, Not for Profit, Local and State Government sectors. Ginetta has worked face to face with long term unemployed young people and adults, managing employment programs and services for students and managing teams in the government sector. Ginetta is also a Career Consultant, offering career advice/counselling to employees across a range of industries, including those facing redundancy.

Date: 19 April 2018

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

Time: 9:30am - 4:30pm

Location: East Perth

Course Overview

This one day workshop will give participants the opportunity to gain knowledge and insight into:

- Identifying and assessing potentially difficult situations
- Greater self-awareness and personal triggers
- The four principles of emotional intelligence
- Strategies in managing highly emotional situations
- Effective communication skills when working with aggressive clients
- Self-care strategies for workers

Who is this workshop suitable for?

This workshop is suitable to those working within the community sector as front line staff where the client group have complex and urgent needs and are seeking immediate resolution.

By the end of this workshop participants will be able to:

- Recognise and assess potentially difficult situations
- Improved awareness of personal reactions in difficult situations
- Have an understanding of emotional intelligence
- Develop strategies for handling potentially highly emotional situations
- Improve their capacity to deal with hostile and aggressive clients

If you wish to attend please complete a registration form.

Bookings essential

9263 2122

or email training@anglicarewa.org.au

  [anglicarewa.org.au/training-services](https://www.anglicarewa.org.au/training-services)

