



TRAINING

RESPONDING TO CHALLENGING BEHAVIOURS

PRESENTED BY: SARA FIELD

Sara Field has almost 18 years' experience working with children and their families, identified at-risk adolescents, adult international and domestic learners and key community welfare stakeholders in Australia. With a keen interest in professional development, training, community development and social welfare, Sara has been an educator in a tertiary setting, a facilitator in offender rehabilitation and post separation communication. Sara was a Case Manager, Senior Project Officer for the Department of Corrective Services (DCS), Lecturer at Central Institute of Technology and has held Clinical Roles at DCS, Women's Health Services and Relationships Australia including as a Family Dispute Resolution Practitioner. Currently, Sara is the Development Coordinator for Anglicare WA.

Date: 27 July 2017

Cost: \$230 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

