

# 2017 Conflict Resolution Training



Local Government  
**Professionals**  
A U S T R A L I A T A S



LG Professionals Tasmania in conjunction with Conflict Resolution Training & Consulting Pty Ltd are please to offer a unique hands on training session on negotiation and crisis intervention.



This course is suitable for all levels of staff who may need to work face to face with potentially aggressive or negative members of the community including General Managers and Directors. This course is far more advanced and hands on than the normal run of the mill conflict resolution courses currently on offer and the primary objectives are to improve your confidence in situations of conflict whilst also giving you techniques to prevent and deescalate situations when dealing with aggressive people.

## Why Participate?

- Angry and aggressive people can pose a WH&S hazard and completing this session can provide essential skills and techniques to minimise harm.
- Providing staff with the confidence and skills to deescalate a situation can result in reducing expose to mental or physical harm caused by the aggressive person.
- Appropriately and confidently managing conflict can help achieve excellent service outcomes with difficult customers.
- Developed confidence and skills can not only be applied professionally but personally.
- CRTC has been widely used as the preferred crisis and conflict training provider used by Crown Melbourne, Victorian Councils and the state service including Centrelink.
- CRTC is the leading provider of Conflict Resolution and Aggression Management training in Australia.

## What people have said..

*“This is the best training that I have completed. The trainer’s knowledge & examples were relevant & it made me think of better ways I can deal with aggressive customers. Using actors as the role play was a great learning experience. I believe that DHS should role this training out to all staff” - Perth Participant*

*“I really enjoyed the training found it extremely valuable. The facilitator certainly engaged the class and really found the training so relevant to my role and would recommend training to all staff. - Parramatta Participant”*

*“Best customer aggression training I have ever attended in 20 years of service. This training should be rolled out to all staff. Brilliant. Trainer was fantastic too. - Perth Participant*





## Course Content

### **Detect early warning signs.**

Make better decisions on where and when to conduct a potentially problematic meeting and where to sit.

### **Don't create or escalate the conflict.**

Sometime innocent mistakes can be made by staff that can increase the complainant's anger. We identify these escalators and incorporate a simple strategy to avoid them.

### **Understanding human behaviour of angry people.**

Understanding human behaviour and what is predictable with angry people helps make better decisions on when and how to de-escalate a conflict situation.

### **Curbing inappropriate behaviour.**

At times the venting of angry customers can become loud and swearing can creep in. This behaviour can have a vicarious trauma affect on other staff, customers and nearby children. This technique incorporates human behaviour principles in stopping the escalation allowing for a better opportunity in controlling the venting.

### **De-Escalating techniques & creating empathy.**

Timing and technique are important in maximising the de-escalation effect. Good de-escalation techniques decrease the amount of time needed in a difficult situation and will also minimise the amount of anger displayed.

### **Taking ownership and problem solving.**

'Passing the buck' can innocently be committed by staff using phrase such as "*Unfortunately, I'm only a receptionist*" or "*all I can do is...*". Positive ownership does not have anything to do with decision making or technical knowledge so we explore better techniques to assist in managing conflict.

### **Tolerance levels and when to disengage or seek assistance.**

Everyone has varying tolerance levels which can alter from day to day. We examine how and when people should consider disengaging from a situation and seek assistance (if available).



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## Training Details

This session will be scheduled to be held on **Thursday 8 February 2018** at The Windsor Training Precinct, Launceston, commencing at 9:00 am to be concluded by 4:30 pm

## Fee

\$550\* LG Professionals Tasmania Members  
\$750\* Non-Members \*\*

\*GST Inclusive

## Registration:

Expressions of interest for this event are currently being sought. To register your interest in attending this session please follow the below link...

[\*\*SUBMIT YOUR EXPRESSION OF INTEREST HERE\*\*](#)

This course will run subject to minimum numbers being reached and numbers are limited to ensure maximum engagement and quality of training.

*Please note.. This course engages professional actors to assist in real life role play during the sessions. If you have any concerns with this or your participation in the roles play please make this known prior to enrolment.*

