



TRAINING SESSIONS

**PURSUIT**  
PEOPLE SOLUTIONS

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## De-escalating Challenging Situations

### COURSE OBJECTIVE

For participants to develop greater confidence in handling challenging situations by providing the appropriate skills and knowledge to professionally intervene and de-escalate situations of potential aggression in the workplace.

### COURSE CONTENT

- Identifying behaviour which could potentially escalate towards aggressive or challenging behaviour.
- Assessing the potential risk associated with this behaviour and subsequent interventions.
- Decision making regarding the management of risks – de-escalation or avoidance.
- Safe, non-harmful intervention techniques.
- Strategies to prevent the risk of challenging situations in the workplace.

### WHO SHOULD ATTEND?

- Workplaces with challenging personalities.
- Any persons who work in place of vulnerability to aggressive behaviours.

### COURSE RATIONALE

This session will give participants a greater understanding of potentially challenging situations and the triggers which cause these situations in the workplace. By employees having greater understanding of these situations, they can better identify risks and makes judgements about future steps to prevent, de-escalate or avoid this behavior. With better prepared employees, the workplace becomes a safer and more harmonious environment as employees have greater confidence in managing challenging situations, in turn building stronger professional relationships between staff, clients and other stakeholders.

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