



Volunteering Northern Rivers

Dealing with Challenging and Difficult Behaviour

Training for Volunteers/Managers/Coordinators

Friday 6 Aug 2010

**Facilitator
Louise Griffiths
ACE Lismore**

This workshop is firstly about recognising and understanding some of the issues that cause clients to be less than pleasant and secondly about some basic strategies and skills for better managing difficult client and situations.

Topics Covered

- Causes of challenging and difficult behaviour.
- Quick identification of the potential for conflict escalation
- Ideas and skills for swift and tactful action to de-escalate conflict
- Appropriate actions for situations where personal safety of customers or colleagues may be threatened
- Ideas and skills in creating positive client relationships

Where

Lismore Neighbourhood Centre
76, Carrington Street
Lismore

When

Friday 6 Aug 2010
9.30 – 12.30

Refreshments

Morning tea provided

How Much

\$50 per member (\$55 non members)

Please forward the completed attached form together with a cheque made payable to
Lismore Neighbourhood Centre Inc.

RSVP by 23 July 2010

NB: Once registration has been confirmed, at least 1 week's notice needs to be given if unable to attend otherwise there can be no refund or transfer of payment.

Dealing with Challenging & Difficult Behaviour
Friday 6 Aug 2010

Registration Form

Please complete and return by mail/fax to
Volunteering Northern Rivers
PO Box 525 Lismore 2480 Fax: 66220235

Name	
Organisation (if applicable)	
Position	
Address	
Phone	
Email	

For statistical and reporting purposes only:

Age
17 & Under 18 to 24 25 to 34 35 to 44 45 to 54 55 to 64 65 & Over

Gender Female Male

Are you Indigenous descent? Yes No

Are you from a non-English speaking background Yes No

Are you a Manager/Co-ordinator of Volunteers or a Volunteer? **Please circle as appropriate.**

Volunteering Northern Rivers
Lismore Neighbourhood Centre
76 Carrington Street
Lismore

Ph: 66217397
Email: vnr@lnci.org.au