



Workplace Training



## Managing Challenging Interactions

This workshop is designed for people whose roles require managing challenging interactions whether they are emotional or aggressive. It is also relevant for Team Leaders managing these teams.

Participants will explore contextually what may be behind challenging behaviours and in doing so, will learn the skills and knowledge to handle these interactions in an objective and empathetic way.

Using the Lifeline 'Recognise, Respond and Refer' framework, participants will learn:

- Communication skills to assist with emotional and aggressive conversations
- Strategies to de-escalate anger
- What to do if someone is at risk of suicide
- Self-care strategies to use before, during and after challenging calls

For more information:  
E: [workplacetraining@lifeline.org.au](mailto:workplacetraining@lifeline.org.au)  
W: [lifeline.org.au](http://lifeline.org.au)



## Workplace Training



### Delivery

Interactive Facilitator-led session (virtually or face to face)

Intended for 12-20 participants max.

### Total Course Duration

4 hours

### Structure

Facilitator led

[Pricing available on request](#)

*"The training was so useful for both professional situations, but also for personal, which was a surprising but very welcome addition to all the great aspects of the training. It's given us a really good framework to be able to manage some of the difficult situations we're facing as an organisation and given us as a department much better tools to know how to move forward. I also felt that it gave us a really beautiful way to connect and learn how to support each other, especially during this lockdown period, so thank you.*

*- Alexandra – Project Manager - Act for Peace*

*"It was insightful, the breakout groups I found reinforced the learning and the communication skills I gained can be put in action."*

*- Elisha, National NEST Program Manager, OzHarvest*



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## About Workplace Training

Lifeline Australia offers a range of training programs based on the development of mental health awareness and skills. By choosing a Lifeline training program you benefit from our experience and expertise, built on decades of delivery as a leading provider in the mental health sector.

## What sets Lifeline apart?

We are a leading provider of crisis support, mental health and suicide prevention programs in Australia,

We are a Registered Training Organisation (RTO)

Our approach is evidence informed

Best practice programs delivered nationally by qualified and experienced Lifeline trainers

Developed by trainers and subject matter experts

Externally evaluated and continuously improved

## About Lifeline

Lifeline is a national organisation that has been providing a range of crisis support and suicide prevention services in Australia for more than 50 years.

We specialise in the areas of crisis support, suicide prevention, mental health & well being as well as domestic and family violence awareness.

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