

Contact:

Email - [ros@shapingchange.com.au](mailto:ros@shapingchange.com.au)

Ph - 0417 572 770

We've all been there, trying to reason with an incredibly difficult person. The situation proves frustrating, maddening, and sometimes even frightening. The truth is, you can't reason with an a person who perceives themselves as under threat. However, there are proven techniques to better manage challenging situations.

In this 4-hour workshop we will cover the following:

- Dealing with challenging behaviour and situations
- Understanding aggressive-defensive and passive-defensive behaviours and how to respond effectively
- Stop Challenge Choose – a tool for staying calm in difficult circumstances

# KEEP CALM AND MANAGE ON: DEALING WITH DIFFICULT BEHAVIOUR

