

Learning outcomes

This one-day workshop teaches participants to apply the concepts of situational awareness to their everyday working life. Attendees will learn:

- *The reasons and theory behind situational awareness*
- *How to apply the models to everyday working life*
- *Types of threats and emergencies*
- *Threat identification techniques and risk-assessment planning*
- *How to establish baselines and identify human behaviour*
- *Behavioral threat clusters*
- *Practical techniques to keep them and their colleague's safe, including real-life scenarios aimed at reinforcing the learnt material.*

ForenSix Investigations Group are specialists in government investigation and compliance. Based in southeast Queensland and NSW, but with a reach across Australia and beyond, we exist to help local and state governments address their specific investigation and training needs.

We also welcome rural and remote assignments. Contact us today for a no obligation chat on how we can help you.



TRAINING
ForenSix

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MANAGING AGGRESSIVE & DIFFICULT SUBJECTS (MADS)



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Do your staff know how to manage aggression clients?

There are two ways of meeting difficulties: You alter the difficulties or you alter yourself meeting them." Phyllis Bottome

Aggressive and angry customers present a significant risk to the health and safety of government employees in the compliance sector. The ability to use effective verbal communication to de-escalate hostile, violent or aggressive situations is vital to the modern compliance professional.

Understanding anger, the reasons behind it and the cycle that underpins it is essential to keep employees safe from harm. In an environment where unpredictability is common, recognizing threats and having

plans to deal with them can often be the difference between life and death.

Recognizing the signs of aggression and taking proactive steps to deal with it – including self-protection and diffusion strategies - are important facets of this program. Knowing what to say, and when, can mean the difference between a disaster and successful outcome. Simple things can make a real difference.

It is reported that 10% of conflicts are due to difference in opinion. 90% are due to wrong tone of voice.

For an employer, it also addresses needs under relevant WHS/OHS requirements. Better prepared employees making better decisions.

Q&A

How is the workshop delivered?

This innovative workshop on managing aggressive and difficult subjects delivered face-to-face over one day (7.5 hours). Participants will receive a workshop unit guide/workbook and a certificate of completion.

What is the cost of the program?

Because every government area is different it is difficult to provide a standard cost for the program. A detailed proposal and costing can be provided within 24 hours of your enquiry.

How many participants are required?

This workshop is capped at 12 participants because of the focus on scenario-based instruction and learning.

Are your instructors qualified? Experienced?

Our instructors are all experienced trainers and hold relevant training qualifications. They are also experienced law enforcement and compliance officers who've 'been there, done that.'