

# Learn with Lifeline

At Lifeline we make a difference every day.

## Managing Challenging Interactions

Dealing with people who are contrary, angry or otherwise difficult can be one of the most challenging parts of our day. Whether workplace conflicts, customer service issues or day to day tensions, these challenging interactions can leave us frustrated, worn out and demotivated.

Managing Challenging Interactions is part of our Skills Series in the Learn with Lifeline, Workplace and Community training program. This is a practical, human centered workshop that engages social and emotional skills and evidence-based steps for managing those difficult and sticky situations.

Our training will take you through the anatomy of a challenging interaction, giving you a bird's eye view of the stress points and where it can all go wrong. Workshop through scenarios and learn how to understand reactivity and employ communication strategies that diffuse those difficult situations. We cover the important questions of boundaries, psychological safety and the mental health of individuals, and teams in community and workplace settings.

This is a great course for developing personal and people leadership. This workshop can be tailored to reflect your workplace or community context and your specific learning goals.

## Participants will learn to:

- identify the escalation points of a challenging interaction
- recognise reactivity in self and in others
- employ a range of social and emotional skills to help diffuse tensions and manage conflict

## The course will:

- address personal stress and stress reactions
- explore strategies that support responsible action, positive outcomes and personal leadership
- highlight the steps that support psychological safety following a challenging interaction

## Who should do this course?

This course is useful for people in customer facing roles, where there is stress within client-service relationships or where there is a level of responsibility for the wellbeing and welfare of others. This can include:

- workplace, social and community leaders
- managers, emerging leaders
- customer-facing staff
- social workers, public service personnel
- anyone who is working with people and teams

If this sounds like you, reach out and talk to us about what you need.

Duration: *5 hour workshop*

Delivery: *Face to face*

All our workshops are interactive and facilitator led. They can be adapted to meet your training environment and to support your workplace and community needs.