



asc
training and
development

Managing conflict for employees with statutory powers

Duration

Full Day

Format

Face to Face

Pre-Requisites

No

Funding

No

In early 2016 ASC Training & Development ran a series of successful pilot workshops for government employees involved in working in compliance roles that sometimes brought them in contact with angry, frustrated or irrational members of the public.

This training can now be offered to any person who, in the course of their work, may be confronted by difficult and potentially aggressive individuals or groups.

Description

As an authorised officer, warden, or compliance regulator, your ability to manage conflict is essential because it:

- enhances professionalism
- keeps you safe, and
- Increases compliance.

Outcomes

This workshop aims to provide participants with the information and skills required to effectively intervene and facilitate positive outcomes when faced with angry and frustrated behaviour from members of the public.

These behaviours may occur in the field or office.

Who should attend?

The course is specifically designed for:

- Field Task Orientated staff
- Authorised Officers
- Wardens
- Customer Service Staff
- All Compliance Regulators

Format

This program is conducted over 1 day; 9am – 4.30pm

Investment

\$396 inc GST

Inclusions:

- continuous coffee, tea and morning tea are provided at sessions. There are many quality food vendors within 1-2 min walk for you to purchase your lunch, or you are welcome to bring your own lunch if you wish
- course learning materials

Training Venue

ASC Training & Development
Harmer House
Level 2, 5 Leigh Street
ADELAIDE SA 5000

Your Facilitator

Tony Stone is the Managing Director of ASC Training & Development. Tony has over 25 years' experience in leadership roles in government and private sector workplaces, and brings many personal stories to the conversation.

Course Content

The course is based on a series of scenarios that move from uncomfortable to high risk encounters with the public. In the process, we cover:

- Analysing the reasons for conflict
- Dealing with anger
- Self-control
- Tools to manage conflict
- Risk Assessment
- Impact of mental illness
- Actions and phrases to avoid
- Legal responsibilities

For more information, contact:
(08) 8410 2627

www.asctraining.com.au