

Training

Venue	<u>Clinical Skills Development Service, Conference Room 3</u> Level 5, Block 6, Royal Brisbane & Women's Hospital Herston, QLD, Australia
Session	20 Sep 2018 9:00 AM - 12:00 PM
Registrations close	06 Sep 2018 at 04:00 PM
Price	\$308.00 includes GST

We recommend using the latest browser version of Chrome, Safari, Mozilla or Edge.

To finalise your training registration you will need to pay online with a credit card. Please have your credit card handy prior to starting the registration form.

Any problems, please email our [Training team](#).

Managing Unreasonable Conduct (Brisbane)

Course content

The course promotes a straightforward approach to preventing and managing unreasonable conduct. It examines the various categories of unreasonable conduct, what it is and why it happens. The course addresses unreasonable behaviour received by phone, face-to-face and in writing and provides practical strategies to prevent and manage unreasonable conduct.

Course outcomes

Participants will be able to:

- understand what unreasonable conduct is
- identify early warning signs
- apply strategies to prevent and manage the conduct

Benefits to you and the organisation

- increase staff confidence to deal with difficult client behaviour
- equip staff with various strategies to prevent and manage

unreasonable conduct

- promote best practice customer service

Who should attend?

- frontline staff
- complaints officers
- managers and supervisors
- anyone who is in contact with customers/public