

Training

Venue	<u>Best Western Bungil Creek Motel</u> Conference Room, 5 - 7 Bowen Street, Roma, QLD, Australia
Session	30 May 2019 9:00 AM - 12:00 PM
Registrations close	14 May 2019 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 (South West / Roma & Surrounds)

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