



# Managing Challenging Clients

---

## COURSE OVERVIEW

This program will help those who work in libraries understand and deal with customers who are suffering from problems related to mental illness or substance abuse.

*A light lunch and refreshments are included.*

---

## COURSE DATES

April 16 Sydney - reg's close April 2

Saxon's Training Rooms Sydney - Level 10, 10 Barrack Street

May 8 Canberra - reg's close April 24

ALIA House - 9-11 Napier St Deakin

May 30 Adelaide - reg's close May 17

ETC Level 5, 38 Gawler Place, Adelaide

July 30 Hobart - reg's close July 16

The Old Woolstore Hotel 1 Macquarie Street Hobart

August 23 Brisbane - reg's close Aug 9

Saxon's Training Rooms Brisbane - Level 11, 300 Adelaide Street

September 27 Melbourne - reg's close Sept 13

Saxon's Training Rooms Melbourne - Level 8, 500 Collins Street

Other states - please make expressions of interest known: [training@alia.org.au](mailto:training@alia.org.au)

---

## COURSE PRESENTER

Adam Le Good

---

## DELIVERY METHOD

Face-to-face full day workshop

---

## FEE

Members	\$550 inc GST
Non-Members	\$775 inc GST
Partner Org's	\$675 inc GST



**ALIA**  
TRAINING

# Managing Challenging Clients

## COURSE OBJECTIVES

At the end of the program participants will:

- Understand the importance of focusing on the behaviour rather than the person
- Be able to identify a range of behaviours and develop strategies for dealing with them
- Have a basic understanding of a range of disabilities and behaviours
- Understand some basic principles of human behaviour
- Be able to handle situations more assertively, and have developed a range of strategies for dealing with stress in these situations

## COURSE CONTENT

Introduction

- Levels of behaviour:
- Difficult behaviour
- Challenging behaviour
- How do we normally respond to people with challenging behaviours?

What causes antisocial behaviour?

- For most people
- For those who abuse substances
- For those with an intellectual disability
- For those with a mental illness

What's the difference and how can I tell?

- Definitions and symptoms

Managing the behaviour

- Principles of behaviour
- Communication strategies
- Ensuring safety, yours and theirs
- The three "Rs"
- Referral and other resources

Case studies

Self management

- Preparation
- During a difficult encounter
- After a difficult encounter

## RIGHT FOR YOU IF

If you work with clients who may be affected by substance abuse or a mental illness, this program will help you understand them better and deal with them professionally, respectfully and safely.

## ABOUT THE COURSE PRESENTER

**Adam Le Good** has developed and conducted a wide variety of management and personal development programs for both public and private sector organisations since 1988.

His knowledge of adult learning principles, group dynamics, learning styles and human behaviour ensures that the training will appeal to a broad range of participants and that trainees enjoy their learning experience and are able to translate their newly acquired skills to the workplace.

As well as a degree in Psychology, Adam has completed an Advanced Train the Trainer and a Creative Training Techniques workshop. He is an accredited administrator of the Myers-Briggs Type Indicator, the Team Management Index, the Types of Work Index and the Belbin Team Roles.

Adam is also a member of the Australian Institute of Training and Development.

## REGISTRATION

Please complete the registration form [HERE](#).

Send to the ALIA Training Team:

e. [training@alia.org.au](mailto:training@alia.org.au)

f. 02 6282 2249

post. PO Box 6335, Kingston ACT 2604

