



Central West Gippsland

Division of General Practice

Handle with Care: Managing Violent and Potentially Violent Situations

Date Wednesday 28 March 2012
Time 8.30am – 12noon (1st session) 1.30pm – 5.00pm (2nd session)
Please indicate which session you would like to attend by ticking the box above

Location CWG Training Room, 16 Kirk Street, Moe
Cost \$50 per participant

Event Details

Staff are increasingly being confronted with behaviour which is not only verbally aggressive but has the potential to be a physical threat to their well-being and safety.

The Central West Gippsland Division of General Practice invites General Practitioners and Registrars, Mental Health Nurses, Practice Nurses, Practice Managers and Administration Staff, Aboriginal Health Workers, Allied Health Professionals and other clinicians to a workshop on Managing Violent and Potentially Violent Situations.

This workshop will provide practical information and skills to prevent and manage situations that have the potential to escalate to physical aggression.

Topics include –

- Predicting Dangerousness
- Effective Communication in a Crisis
- Worker Safety Guide-lines and Minimising Risk
- The Assault Cycle
- Managing Clients According to Their Anger Triggers



RSVP Friday 16 March 2012 - maximum 30 places per session

Fax 5126 2890

Phone 5126 2899

Email reception@cwgdogp.com.au

Name Yes please include me in catering numbers
Practice Dietary Requirements
Mobile
Email

Payment Details Registration fee must be **paid on registration prior** to the workshop. Cash on the day will not be accepted.

Payment by Cheque Please make cheque payable to Central West Gippsland Division of General Practice Inc

Payment by Direct Deposit BSB: 633 000 Account Number: 133 280 784

Account Name: Central West Gippsland Division of General Practice Inc (please type your first initial and surname as reference details)