



QRC: 3419

Price

One Day : \$410 inc. GST

Two Days: \$540 inc. GST

Date

31 Jan - 01 Feb 2019

Venue

Venue TBA, Brisbane

-- , Brisbane, QL, --

CPD Hours

11 Hours | 0 Mins

Defusing Difficult Staff Behaviours 2019

2 Day Seminar: Positive Behaviour Management, Motivating Others and Dealing with Conflict

Need for Program

A positive approach to defusing difficult or disruptive behaviours is essential in healthcare settings, where individuals, including staff, patients and visitors, may be under extraordinary or extreme stress. While many courses focus primarily on aggression management, this seminar covers the early interventions that may defuse disruptive situations early and prevent escalation. You will also learn how to deal with conflict and aggression, and improve your communication skills in challenging situations.

Purpose of Program

Defusing Difficult Behaviours is a two-day seminar designed to enhance your skills in defusing difficult behaviours, managing conflict, and preventing and dealing with aggression. Participants will learn about communication, human behaviour, and behavioural influences. This seminar relates to managing the behaviour of co-workers, patients, visitors, and anyone behaving in a disruptive or difficult manner.

Learning Outcomes

At the conclusion of this program it is expected that the participants will be able to:

- Examine your understanding of human behaviour to increase your insight into disruptive behaviours
- Determine the most significant behavioural influences that may lead to disruptive behaviours
- Evaluate and expand your skills in managing behavioural issues with staff, patients, and visitors
- Develop solution-focused communication skills for defusing conflict, aggression, and disruptive behaviour

Program Schedule

Day One

8:30am - Registration and Refreshments

9:00am

Challenging People and the Consequences

Disruptive behaviours are frequently seen in healthcare settings. Not only can they interfere with day-to-day operations, but they can also have effects on both individuals and the organisation. This session will look at the effects of challenging people within the workplace and who can be involved. Topics include:

- Disruptive behaviour in staff, visitors, and patients
 - Organisational disruption
 - Staff and team disruption
 - Effects on the patient and family and quality of care
 - The responsible party for managing disruptive behaviour
 - Effects of not managing disruptive behaviours
 - How to apply solution-focused management strategies
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10:30am - Morning Tea and Coffee

Demonstration of online CPD resources available to Ausmed Education members

11:00am

Human Behaviour and Motivation

Conflict develops because we are dealing with people's lives, jobs, children, pride, self-concept, ego, and sense of mission or purpose. It is important to understand human behaviours in order to deal with or defuse disruptive behaviour. Perceptions, prior experience, and prior learning all contribute to human behaviour and may contribute to disruptive, negative, or even aggressive behaviours. This session discusses:

- Emotions, moods, attitudes, intelligence, and thinking
- Unconscious defence mechanisms
- Unconscious defense mechanisms
- Personality development and influences
- Roles and their influence on behaviours, including carer roles, gender roles, and "sick" roles
- What leads to disruptive behaviour

- Examples of disruptive behaviour in the workplace
 - Understanding Motivation
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12:30pm - Lunch Break and Networking

1:30pm

Understanding Thyself and Emotional Intelligence

One of the most effective tools in responding to challenging behaviour in others is to understand our self and to have insight into our present state of mind. This session provides an opportunity to understand our own motivations and to ensure we are not “fuel on the fire” when it comes to dealing with conflict.

2:15pm

Why do some Staff Behave in a Disruptive Way?

Disruptive behaviours are commonly seen amongst staff and coworkers. This highly interactive session examines some of the more commonly seen behaviours and what the key influences are that lead to disruptive behaviour. Coworkers can cause many challenges in the workplace and can contribute to workplace stress and staff turnover. Participants will be encouraged to share their own experiences and consider:

- Influences and factors that lead to disruptive behaviour
 - Disruptive coworkers and the influence of power
 - Professionalism and unprofessional behaviour
 - When it's a manager or a doctor or an administrator...
 - A look at what is “bullying” at work
 - Discussion about disruptive behaviours in coworkers
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3:00pm - Afternoon Tea and Coffee

3:30pm

Disruptive Behaviour in Patients and Visitors

As with staff, patients and visitors may also be disruptive. Stressful environments, such as critical care, emergency, and mental health may be more commonly associated with disruptive behaviour, but it can occur in any setting and at any time. Topics include:

- What influences disruptive behaviour in visitors and patients
- The role of stress and anxiety in visitors and patients

- Communication problems – lack of information and information overload
 - Support networks and social connectedness
 - Examples and discussion about disruptive behaviours in patients and visitors
 - Participants' scenarios will also be discussed
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4:30pm - Close of Day One of Seminar

Day Two

9:00am - Commencement of Day Two

9:00am

Timely and Effective Management of Disruptive Behaviour

In order to minimise the effects of disruptive behaviour on the patient, staff, and the organisation, it is essential that action is taken quickly and effectively. Not acknowledging or dealing with disruptive behaviours can have far-reaching effects, including poor morale, staff turnover, and negative impacts on quality of care. We will look at:

- “Zero tolerance” and whose responsibility it is
 - Preventing disruption and potential violence
 - Actions to deal with disruptive behaviour
 - Reducing the consequences of the disruption
 - Avoiding the pitfalls, including doing nothing and hoping the problem will sort itself out or diminishing the extent of the problem
 - Validating staff experiences
 - Rapidly and thoroughly investigating the problem
 - Adopting a solution-focused approach
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10:30am - Morning Tea and Coffee

11:00am

Strategies for Dealing with Challenging People: Part 1

Communication skills are essential for establishing positive relationships. In order to communicate effectively, it is essential to have a knowledge of the processes of communication, how to analyse it and how to improve. Communication barriers or breakdowns are not always evident, and the reasons for them can be challenging to determine. Poor communication can have negative impacts on behaviour and people's responses during times of stress. Topics include:

- Barriers and difficulties in understanding
 - Listening techniques
 - Knowing your own limitations and strengths
 - Understanding the real problem
 - Solution building
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12:00pm - Lunch Break and Networking

1:00pm

Strategies for Dealing with Challenging People: Part 2

Conflict can arise at any time, particularly in the often stressful environments of health care. Strategies for avoiding aggression are essential, but what do you do when it escalates anyway? During this session, we will cover the skills for dealing with challenging behaviour through the principles of conflict management. It includes:

- Mindful management of conflict
- Noticing exceptions to the problem
- Solution-focused response to aggression
- Strategies for dealing with a persistently challenging employee
- Managing the conflict outcome

It's one thing to know the theory, but another to apply it in practice! During these sessions, you will put your skills to the test in a variety of scenarios. The exercises in this session aim to provide you with the confidence to deal with conflict effectively and ensure successful solution-focused outcomes in challenging situations.

2:45pm - Afternoon Tea and Coffee

3:15pm

Taking Conflict Resolution into the Workplace

There is no one approach when dealing with conflict. However, having the skills and a good understanding of the nature of conflict will help you to deal with it confidently. As healthcare professionals, our role is to bring the best knowledge and strategies to issues, to address them in a productive, respectful, and positive manner. This session summarises the seminar content and looks at strategies for applying good practice in the workplace.

4:00pm

Serious Problems

Not all problems can be managed independently. It is important to understand when you must call for help, or when to report a problem. More serious problems may require formal reporting, performance management, or even police involvement. How do you know what to do and when? We'll look at:

- Mandatory reporting - what is mandatory, who does it effect, and how to report
- Professional misconduct
- Physical aggression, assault, and criminal matters
- Grievance procedures
- Documentation

It's one thing to know the theory but another to apply it in practice! During these sessions, you will put your skills to the test in a variety of scenarios. The exercises in this session aim to provide you with the confidence to deal with conflict effectively, and ensure successful solution focused outcomes in challenging situations.

4:30pm - Close of Seminar and Evaluations

Presenters

Sean Smith

Sean Smith has had the privilege of working in healthcare for three decades in more than a dozen countries around the world. Commencing his clinical career as a Registered Nurse, Sean progressed into hospital management before spending eight years as the CEO of a large healthcare provider. Sean has built two healthcare businesses and consulted to industry around health informatics, healthcare management, and healthcare strategy. Most recently Sean has managed the largest Medical Provider Network in Australia and collaborates with more than 600 hospitals across the country to provide healthcare for 230,000 international students. Sean has experience with clinical and non-clinical systems planning, implementation and deployment in Australia, New Zealand, Papua New Guinea, and the United Kingdom. With a passion for healthcare education, Sean has educated university healthcare students in Australia to community health workers in Papua New Guinea. Sean provides clear, concise consultation through his experience in clinical management and information technology to ensure projects are delivered with the best possible outcomes for all stakeholders, on budget and on time. His passions are strategy in health care, quality in clinical practice, and excellence in health management. Sean holds a Master of Business Administration, Graduate Diploma in Advanced Nursing, and is a member of the Australian Health Practitioner Registration Authority, Australian Institute of Company Directors and the Chartered Institute of Procurement and Supply. Sean continues to provide leadership and strategic direction for all stakeholders to deliver the highest possible standards to exceed current and future healthcare needs.

Ken Blaikie

Ken Blaikie is a management consultant and has over 25 years' experience in health care and healthcare management. Ken has an extensive, practical knowledge, as well as clinical, leadership, consultative, and strategic experience in a diverse number of environments. He has worked clinically in both public and private healthcare systems in Australia and the United Kingdom. He has business experience in New Zealand, China, South Korea, Papua New Guinea, Thailand, and Europe. Ken has extensive experience, ranging from clinical nursing, clinical management, sales, marketing, and business development in senior management and leadership roles. Ken's speciality lies in the integration of business process through successful change management. Utilising a strong communication focus across all healthcare stakeholders, Ken provides an essential element in the successful implementation of healthcare information technology projects. Incorporating his intimate knowledge of health, healthcare principles and healthcare strategy, Ken is committed to the development of innovative solutions and improvement of healthcare outcomes.

Registration form

Please fill out this form and mail it to: **Ausmed Education Pty. Ltd.**
121 Arden Street,
North Melbourne VIC 3051



Which program would you like to attend?

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Dates

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Do you know the program's QRC?
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