

Starting at \$99



Managing Difficult & Aggressive Patients

Online Course

Occupational violence and aggression is becoming more prevalent in healthcare throughout Australia and this two hour course aims to arm both managers and employees with the skills required to handle difficult patients. Participants will gain insight into what violence and aggression looks like in the workplace, how your environmental design can increase (or decrease) your risk, and what response control measures you can use to de-escalate situations.

Instructor

Tracey Gardiner is a Registered Nurse (RN) with an impressive 28-year career dedicated to healthcare excellence.



Throughout her journey, Tracey has specialised in Emergency and Mental Health, demonstrating her commitment to addressing critical healthcare needs. She is a seasoned professional in Occupational Violence Prevention (OVP) training and is passionate about helping those in healthcare to have the tools to de-escalate aggressive or difficult patients.

Course Modules

- What is occupational violence & aggression?
- De-escalation of telephone calls and inappropriate comments
- Face-to-face de-escalation skills
- Personal safety awareness
- Post crisis interventions
- Interpersonal relationships, stress & burnout

Who should do the course

- ✓ Practice Managers/Owner's
- ✓ Staff that work in a healthcare setting

Cost (6 months access)

- \$199 per user
- 5 - 10 Users = - \$179 (10% off)
- 11 - 30 Users = \$159 (20% off)
- 31+ Users = \$99 (50% off)
- Prices include GST



Certificate

A certificate of completion will be provided.