



TRACEY McGRATH  
INTERNATIONAL



CREATING WORKPLACES THAT WORK...

Managing challenging behaviour



## Managing challenging behaviour

- Do you ever find yourself having to deal with angry or upset people?
- Do you wish you could deal with them more effectively, confident that you know what you are doing?
- Would you like to reduce the stress in your day?

Learn how to deal with these situations from an expert who has developed conflict management and resolution programs for Department of Housing & Works, the Bankruptcy Team at the Australian Taxation Office, The Wesley Centre, Department of Consumer & Employment Protection, and many others.

*“Our delegates gained valuable insight and practical strategies from your presentation and this knowledge will greatly assist them in dealing with difficult behaviour often incurred in their professional lives. Delegates enjoyed the fun way in which the subject was presented and were impressed with your simple, yet effective approach to anger diffusion.”*

Karen Richardson, President  
**Strata Titles Institute of Western Australia Inc**

In this workshop you will benefit by...

- Learning strategies for managing all five stages of the conflict cycle.
- Learning the three major causes of challenging behaviour.
- Learning the Habit Formation model of the mind explaining human behaviours including; *being cut of or hung up on, abusive language, criticism or sarcasm.*
- Identifying their existing body language and discovering methods for minimizing rapport and reducing the likelihood of triggering further outbursts.
- Learning a range of realistic strategies for coping with challenging behaviour and managing the stress that may arise.
- Learning a method for negotiating safely and effectively with emotionally upset people.



Tracey McGrath has been called "*The Queen of Conflict*" and "*Viagra for your Business*". She specializes in helping individuals and organizations resolve conflict and other barriers to performance. A psychologist who has featured on radio, television and the print media, Tracey leaves you laughing at the strange things we do whilst also providing useful strategies for getting better results!



You can have this and other productivity workshops conducted at your workplace. For further information please...

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