

Do you work with aggressive, demanding or unmotivated clients?
Are you tired of seminars that are heavy on the theory, but light on the practical?

If so, then the following positive and interactive workshops are for you.

Defusing Explosive Situations...

Managing Aggressive Behaviour

If you work in a helping role, then angry, intimidating, and aggressive clients can be a common experience. It doesn't take much for some clients to lose control.

If you deal with demanding and aggressive clients or you coach others in better managing their behaviour, then this seminar is for you.

In this fun and practical workshop, you will learn how to:

1. Use proactive measures to prevent aggression from occurring
2. Defuse the anger of others in three easy steps
3. Set limits with people making unreasonable demands
4. Coach people in how to better control their anger
5. Manage well those people who are incapable of change

Dates and locations

Brisbane	9am to 3pm Wednesday 24 February, 2010 Bris. Internat. Motel, Cnr Lutwyche Rd & Bryden St, Windsor
Townsville	9am to 3pm Thursday 4 March Rydges Southbank Hotel, 23 Palmer St
Rockhampton	9am to 3pm Thursday 11 March Rockhampton Plaza Hotel, 161-167 George St
Mackay	9am to 3pm Thursday 18 March Mackay Grande Suites, Oxley Room, 9 Gregory St
Alice Springs	9am to 3pm Tuesday 23 March Crowne Plaza Alice Springs, 82 Barrett Drive
Darwin	9am to 3pm Thursday 25 March Novotel Darwin Atrium, 100 The Esplanade
Adelaide	9am to 3pm Thursday 29 April Rockford Adelaide, 164 Hindley St



Engaging & Motivating...Difficult Clients

Do you work with people who 'have to be there' rather than who want to be?

Do you have clients who don't see any problems with their behaviour while everyone else does?

Do you want to work more effectively with your most difficult clients?

From this presentation, you will gain valuable insights on how to:

1. Connect well with clients who would prefer to be somewhere else
2. Take advantage of the 5 reasons people change their behaviour
3. Identify client strengths and apply them successfully to the problem situation
4. Boost people's motivation and ability to move forward
5. Significantly improve outcomes with only minor changes to your approach

Dates and locations

Brisbane	9am to 3pm Thursday 25 February, 2010 Bris. Internat. Motel, Cnr Lutwyche Rd & Bryden St, Windsor
Townsville	9am to 3pm Friday 5 March Rydges Southbank Hotel, 23 Palmer St
Rockhampton	9am to 3pm Friday 12 March Rockhampton Plaza Hotel, 161-167 George St
Mackay	9am to 3pm Friday 19 March Mackay Grande Suites, Oxley Room, 9 Gregory St
Alice Springs	9am to 3pm Wednesday 24 March Crowne Plaza Alice Springs, 82 Barrett Drive
Darwin	9am to 3pm Friday 26 March Novotel Darwin Atrium, 100 The Esplanade
Adelaide	9am to 3pm Friday 30 April Rockford Adelaide, 164 Hindley St





About the presenter

Ken Warren BA , M Soc Sc is Australia's leading speaker on Aggressive, Demanding, and Unmotivated Clients. With his positive and practical presentations, Ken has shown thousands how to turn challenging clients around and bring out their best.

With 25 years hands-on experience counselling aggressive and violent individuals, people with drug-related and mental health problems, and couples and co-workers in conflict, Ken is no ivory-tower theorist. His practical strategies work in the field.

Ken is a great speaker for your next conference or workplace training day. You will enjoy his openness, his interactive style, and find his ideas easy to put into practice.

"Ken's training sparked much enthusiasm and a realisation of what great work is being done. He also gave us new strategies in our work with young people with challenging behaviours and complex issues."

Kim Reid, Executive Director, Kids Youth Children Trust, Brisbane

"Not only did Ken's presentation help me hone my skills in dealing with difficult patients, the interactive format made for a light-hearted session with plenty of fun. Despite the fun, the messages were well and truly driven home."

Dr Dan Manahan, Medical Superintendent, Stanthorpe Health Services

"After two days of training with Ken, our staff now feel even more inspired and enthused to return to our clients and begin using Ken's positive approaches. We can certainly recommend Ken's work to any person wanting to bring the best out of themselves, their clients, and fellow staff."

Verity Hazelman, Client Services Co-ordinator, Barkuma Disability Services, Adelaide

Your registration includes ...

- Comprehensive notes
- A great morning tea and lunch
- A Certificate of Attendance
- An enjoyable networking opportunity

How much does each workshop cost?

- Early-bird registration: \$289 per person if paid 2 weeks prior
- Normal registration: \$319 each seminar
- 3 or more people: \$259 per person
- Register for both workshops: \$498 per person

Contact us

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Registration

Please register for Both seminars Defusing Explosive Situations seminar Engaging and Motivating Difficult Clients seminar

in Brisbane Townsville Rockhampton Mackay Alice Springs Darwin Adelaide

Name(s): _____

Organisation: _____ Address: _____

Postcode: _____ Telephone: _____ Email: _____

Payment by Cheque Credit card Please invoice _____

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Card number: _____ / _____ / _____

Expiry: _____ / _____ Amount: \$ _____ Signature: _____