



Training & Events

Primary Health Education Series for Frontline Staff - Using Effective Communication to Deal with Aggressive Behaviours

An invitation is extended to frontline staff from general practice, after hours and priority primary care clinics to attend this education series.

Location

Session 1- Online

Date and Time

Tuesday, 7 March
12.30-2pm

[Register here](#)

Location

Session 2- Online

Date and Time

Wednesday, 22 March
12.30-2pm

[Register here](#)

This 2 part series will provide opportunities to discuss effective communication strategies to reduce aggression and maintain a safe working environment for staff, patients, and the community.

Eligible attendees:

- Participants must work in the Gippsland PHN catchment area.
- All front facing staff in general practice, After Hours and Priority Primary Care Clinics.

Practices can choose to send different individuals to each of the session/s and are strongly encouraged to attend both sessions, as they are designed as a series follow and on from each other.

These sessions will not be recorded

**Presented by
Wendy O'Meara, Associate
Education Consultant, Larter**

Following the completion of both Session 1 and Session 2, participants can expect to better understand the following.

1. Identify aggressive behaviours and factors that may trigger those behaviours;
2. Describe effective communication strategies for telephone and face-to-face communication, including dealing with aggressive behaviours;
3. Identify the need for robust practice 'systems' – policies, procedures and guidelines to support triage strategies for safe, quality care.
4. Implement strategies to ensure a safe environment exists for staff, patients, and the community (i.e., duress alarms or security systems within the general practice); and
5. Formulate self-care strategies that all staff can practice after dealing with aggressive behaviours.

Would you like to provide feedback or suggestions on future education/training workshops? Contact us via events@gphn.org.au