



# DEALING WITH AGGRESSION

PRESENTS.....



## Highly Interactive Workshop

9.30am ~ 4.00pm

### Location:

Fremantle Education Centre,  
Corner Cantonment & Parry Streets

Or other locations by request

Phone 9335 5444  
[succeed@fec.org.au](mailto:succeed@fec.org.au)

This course is designed to explore and build skills in dealing with aggression in the workplace, either from clients or interpersonally.

### Learn how to:

- Build strategies to take control of aggressive situations
- Assess "pre-strike" signs
- Develop conflict-resistant workplaces
- Communicate effectively
- Support a strong confident work team
- Create positive relationships with difficult people

Morning and afternoon tea provided.