

## Course Outline for Handling Difficult Situations Workshop

This workshop is designed for personal carers working with people with a physical disability to assist them to identify which behaviours and situations they find difficult to handle; how their reactions may contribute to those situations and how to employ some strategies to help them cope. We do not aim to cover situations which include violent or seriously challenging behaviours.

### Course Content:

- Identifying the situations that arise while working as a personal carer, which people find difficult to handle.
- Brief overview of behaviour as a form of communication and some of the possible motivators for behaviour that is difficult to handle.
- Identifying the effects of a spinal cord injury on a person's life and the changed situations and circumstances that could result from such a trauma.
- Examination of the values and beliefs that clients and personal carers might have that could contribute to difficult situations.
- Examination of the strengths and current coping mechanisms that exist within the group.
- Some strategies to help prevent difficult situations from arising, including managing personal reactions.
- Strategies to manage situations that have escalated into conflict or crisis.