

# Predict Assess & Respond To (PART™) Challenging/Aggressive Behaviour

2010 Edition

Client aggression is a known hazard in the health, community welfare, education and customer service industries.

PART™ Training is designed to assist staff to identify and respond confidently to client aggressive behaviour using a range of verbal de-escalation techniques. It also assists organisations to meet the OH&S legislation requirements and reduce workplace psychological injuries and associated costs resulting from client aggression.

The PART™ Training philosophy is to provide a range of responses to client aggression that are safe, ethical, meets legal and industry standards, and enables organisations and staff to meet their duty of care responsibilities towards clients.

PART™ Training focuses on the prevention of client challenging behaviour and aggression through:

- assessing and understanding client needs and utilising positive behaviour supports
- preparation of the environment and staff
- increasing staff knowledge of triggers of aggression
- increasing staff skills in verbal de-escalation techniques to effectively respond to a range of client aggressive behaviours

PART™ Training has been provided across Australia since 1989. It has been recommended by WorkCover to organisations to be pro-active in the prevention and management of client challenging behaviours and aggression.

PART™ Training information has been mapped against a range of Units of Competency in behaviour management, and responding to critical incidents and complex behaviour. Participants who successfully complete the PART™ Training course are eligible to apply for accreditation or recognition of prior learning (RPL) through their education institution or Workplace Training Assessor.

We will attend your location to provide in-house training for up to 20 staff per group.

The 1 Day PART™ Training course is designed for reception and counter staff, service support staff and other employees who are required to have verbal de-escalation skills.

## You will learn:

- ★ The importance of workplace systems and procedures in the identification and management of client aggression
- ★ How client needs drive behaviour which sometimes results in aggression
- ★ Preparation of the environment in the management of aggression
- ★ The impact of self and personal communication style on clients and staff
- ★ Legal issues to consider when responding to client aggression
- ★ How to predict client aggression using the Assault Cycle
- ★ A range of effective verbal de-escalation techniques
- ★ Post incident procedures – documentation, process debriefing and skills evaluation



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## Course outline

Participants should wear loose casual clothing and runners.

The course includes the following sessions:

- ▶ Systems Approach
- ▶ Client Need and Organisational Context
- ▶ Professionalism
- ▶ Preparation
- ▶ The Assault Cycle & Identifying Triggers
- ▶ Legal Framework
- ▶ Crisis Communication De-escalation
- ▶ Documentation
- ▶ Process Debriefing
- ▶ Skills Evaluation

Learning Outcomes and Assessment Strategies for this course are available on website:

<http://www.mtu.net.au/part/part-learn.html>

## Testimonials

Feedback from participants includes:

*The triggers that can start a situation and how to work out what to do, when to do it and how to do it.*

Carer

*Identifying warning signs and how to handle and react to clients*

Employment Services Worker

*Identifying triggers and skills to help myself and others.*

Aged Carer

*Influence of stress – personally and of the client. Phrases to say when needed... really enjoyed the presentation. I feel it will be immensely useful professionally and personally.*

Legal Service Worker

*How to identify warning signs and commence early intervention*

Employment Services Worker

*My rights as an employee under NSW OH&S Act. Understanding the causes of aggression. Managing stress by staying in control of a difficult/complex situation.*

Receptionist

*Handling clients, response to clients etc. Evaluating ourselves and handling situations. Learnt lots of coping mechanisms.*

Counter Staff

### Other PART™ training available:

1 Day Supplementary course (2 Day course equivalent)

2 Day course

3 Day course

Half and 1 Day Refresher course

5 Day Train-the-Trainer Course

Check the website for available courses - [www.mtu.net.au](http://www.mtu.net.au)

To arrange a course and discuss your organisations needs, please contact us on:

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