

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, using a range of techniques, to client aggressive behaviour.

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 aggression through:

- increasing staff knowledge of triggers of aggression,
- preparation of the environment and staff
- skill staff with verbal de-escalation and evasion techniques to effectively respond to a range of client aggressive behaviours

PART™ Training assists organisations to meet the OH&S and Safe Workplace legislation requirements and reduce workplace injuries and associated costs resulting from client aggression.

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 2 Day PART™ Training course is designed for staff who have direct client contact, and client challenging/aggressive behaviours are an identified hazard.

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
- ★ Prevention of aggression through preparation of self and the environment
- ★ Legal, ethical and technical factors to consider when responding to client aggression
- ★ How to predict client aggression using the Assault Cycle
- ★ A range of effective verbal de-escalation and physical evasion techniques that keep staff and clients safe
- ★ 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
- ▶ Evasion and releases
- ▶ 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:

This workshop in every aspect was very relevant to my job. I was able to identify areas of my work that need tidying up.

Employment Services Worker

Many new skills and techniques to work effectively with youth in a residential setting.

Aboriginal Services Worker

Good material resources, guides my interactions in crisis times.

Welfare Worker

Whole course relevant and informative. Being aware of potential escalation situations and tools to respond appropriately. Excellent course.

Welfare Worker

All relevant especially levels of assault, knowing baseline behaviour and evasion techniques.

Disability Worker

Instructor able to tailor instructions/ techniques to fit specific clients, open to suggestions explained thoroughly.

Disability Worker

Understanding the importance of de-escalating the situation before it becomes critical

Health Worker

Self control, how to handle tight situations – Legal aspects.

Health Worker

Other PART™ training available:

Half and 1 Day Refresher course

1 Day Supplementary course (3 Day course equivalent)

3 Day course

5 Day Train-the-Trainer Course

Check the website for available courses - www.mtu.net.au



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

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