



02 May, 2017

Difficult and challenging behaviour

For practice staff

Increasing health workplace violence is a symptom of increasing violence in Australian communities. Employers have the responsibility to protect colleagues, the violent/aggressive patient, other patients, carers and staff by identifying and controlling risks associated with occupational violence.

Overview

Presented by: Eastern Melbourne PHN GP Engagement Officer

Learning outcomes

- Describe the role of effective communication in conflict resolution
- Identify issues and strategies regarding safety within the general practice to minimise risk to the practice team
- Recognise the importance of developing and implementing policies and procedures regarding difficult and challenging behaviour

Learning outcomes

All registrations must be received by Monday, 1 May.

To register click on the 'Register now' button above.

Enquiries: Kate Shirley P: 9046 0300 or E: events@emphn.org.au

Event Details

Date: Tuesday, 2 May 2017

Venue: Online

Time: 12.30pm to 1.15pm

RSVP: [Details here](#)

[Register now](#)