



COMMUNITY
WAIKATO

"Thriving Communities"

Hapori Mauriora

COMMUNITY WAIKATO
PO Box 1367, Hamilton 3240

PHONE 07 838 1583

FAX 07 957 1981

Dealing with Challenging Situations with Karen Stockmann & Community Waikato

The aim of this workshop is to support participants to appreciate the impact that their behaviour has on others and to recognise their ability to influence the behaviour of other's at any point in time, and to provide them with some constructive strategies for dealing with agitated individuals and challenging interactions

Content includes:

- A crisis development model including stages of escalation – what they look like and what is happening for the person and the most appropriate approach to use with people at each stage of escalation
- Communication skills
- Causes and triggers
- Managing ourselves

Karen has considerable experience in this area, having been a certified Non-violent Crisis Intervention Instructor, trained with the Professional Crisis Management Association and working in behaviour support with individuals, families and services for many years.

[Click here for online registration](#)

To be held: Wednesday 17 April 2019 @ Community Waikato, 33 Victoria Street, Hamilton
from 9.00 am – 2.00 pm

Cost: \$70 or \$140 for non-community organisations

Parking: there is a coin only pay and display HCC carpark next door with limited parking available (\$4 per day) and a parking building round the corner in Knox Street (\$6 per day). There is a bus stop right outside the building. **Please do not** park in Community Waikato's staff parking area. If registering online is not an option for you please contact Sally, 07 8381583 or sally@communitywaikato.org.nz