

# 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](http://www.mtu.net.au)



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

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