



Problem Behaviour: Recognising and managing in the workplace

A workshop for understanding and responding effectively in our client work.

Problem behaviour refers to the use of force in an interaction that causes harm to the target, as defined by the target, through psychological and/or physical means. It is also behaviour that carries a risk of recidivism or escalation. Problem behaviour is also that which causes the reasonable to experience offence, fear and/or trauma.

Such behaviours include aggression, sexual harassment and sexual assault, cyber-abuses and persistent intrusions and complaints.

Thresholds for defining behaviours that are problematic are emphasised by examining the clinical literature, Australian and International case law and examples of workplace misconduct. Depending on the duration of the workshop, desktop exercises are provided that emphasise the need for consistency in thresholds, balance in supports provided to the person of concern and those they target, and choices of indicated interventions.

Key to this training is the use of case formulation where the factors influencing behavioural choices are discussed including: personality, mental illness, stress, habits, interpersonal dynamics, cultural scripts, schema and attitudes

This workshop can be provided as a half-day introduction, full-day training or two-day masterclass on the recognition and management of problem behaviours.

Learning objectives of this training:

1. Define problem behaviours and the differences between personal and organisational thresholds
2. Investigate cases provided for opportunities to deter the use of problem behaviour and validate the experiences of those targeted
3. Describe interventions that can help prevent, mitigate or rehabilitate from situations involving problem behaviour using a case formulation framework



Dr. Lisa Warren is a pioneer of the behavioural threat management field in Australia. This is an internationally recognized field of expertise in the evaluation of those who are on a pathway to violence and are planning acts of targeted violence. The field of threat management is at the intersection of specialist policing, criminal justice and forensic mental health. Dr. Warren has lead innovations in the assessment, treatment and broader management of threateners, the persistent and fixated, and recidivist violent offenders. This includes being the Foundation Manager of the Problem Behaviour Program at the Victorian Institute of Forensic Mental Health (Forensicare) where she supported the development of treatment programs for violent offenders, sexual offenders, stalkers, threateners and vexatious complainants. She was the Foundation President of the Asia Pacific Association of Threat Assessment Professionals (APATAP) and has collaborated with the European Threat Assessment Professionals (AETAP) on developing professional standards for threat managers. She has presented at the American Association of Threat Assessment Professionals (ATAP) conferences and is a Senior Editor for the Journal of Threat Assessment and Management.

This training may qualify for Focused Psychological Strategies (FPS) CPD. Please refer to the Dept. of Health <http://www.health.gov.au/internet/main/publishing.nsf/content/mental-ba-focus#cpd> for more information.

View our range of training topics at www.PDPseminars.com.au to choose from our in-house listings or have one of our calendar events conveniently delivered at your workplace.



ACA: Members can accrue 12 CPD points.

AASW: Members can accrue 6 CPD hours.



ACWA: Members can accrue 6 CPD hours.

PACFA: Members can accrue 6 CPD hours.

APS: Activities do not need to be endorsed by APS. Members can accrue 6 active hours.

Morning Session

Introduction/agenda

Exploring types of problem behaviours and their utility

Identifying thresholds – personal, clinical and organisational thresholds

Afternoon Session

Applying learning using a case examples to deter the use of problem behaviour

Identifying interventions using a case formulation framework to prevent, mitigate and rehabilitate problem behaviours

Evaluation and closing.

“There are no bad people in this world, just the badly behaved - the importance of managing behaviours that are offensive, frightening and traumatic.”

Dr Lisa Warren

How will you benefit from attending this training?

- Participants will gain a sound understanding of problem behaviours and the differences between personal and organisational thresholds
- Explore and gain practical knowledge of how to detect, address and prevent problem behaviours and validating the experiences of those targeted
- Gain an understanding of the interventions that can help prevent, mitigate or rehabilitate from situations involving problem behaviour

Booking process:

1. Request a quotation.
2. Agree upon a delivery date.
3. Arrange the 50% booking deposit.
4. Finalise balance of booking fee one month prior to the training.

We include:

- Presenter travel and accommodation costs.
- Soft copy of notes and resources and evaluation.
- Individual attendance certificates for all participants.

Contact our in-house program director **1300 887 622** or **info@PDPseminars.com.au** for information, quotation or to have a helpful chat about the needs of your team.

The presentation is designed for anyone without, or with some, prior training or experience in mental health who may encounter people with mental health issues in their professional lives. These may include: mental health clinicians, coaches, HR professionals, counsellors, psychotherapists, social workers, volunteers and allied health professionals.

Feedback form Dr Warren's recent presentations:

“Lisa is an exciting, well informed and engaging presenter. Her content was exciting, and it demonstrated the importance of recognising and addressing the effects of problem behaviour.”

“Lisa’s workshop was educational, reflective and fun, and it was useful in providing me with a new set of tools to recognise and manage high risk behaviours in my workplace”

“A thought provoking presentation by Lisa. I would definitely consider attending another one of her workshops.”

“Few people present about critical and unusual topics such as deviant and persistent behaviours. Lisa Warren’s presentations are a wake-up call for everyone to become cognisant of the harms of persistent and intrusive behaviours, and the impact they have on mental and physical safety.”

“Well organised training with informative training materials used. Lisa was interactive and captivating in her presentation.”

“Lisa had great energy during her presentation – I would highly recommend attending her presentations to anybody!”