



# Australasian **Housing** Institute

*Supporting housing professionals*

## **Working with Complex and Demanding Clients**

A one-day workshop designed to help housing workers deliver quality client service

### **Overview**

Housing, community and health personnel work with clients who may experience serious mental health problems, substance abuse dependency, relationship conflict, family dysfunction and/or disordered personality. These clients may present as aggressive or abusive and, on occasion, such interactions can lead the worker to feel overwhelmed and distressed.

This training is provided to assist people who work in housing organisations deliver quality client services to tenants and other customers whose situations are complex and whose behaviour is, at times, demanding and challenging.

It will enable staff to develop strategies and communication skills to work more effectively in such client situations.

### **Content**

This training involves:

- the assessment of complex situations
- the introduction of de-fusing and de-escalation skills
- the use of assertiveness skills
- self-management, and
- sharing local knowledge of appropriate agencies which may be available for additional expertise and referral.

Workshop participants will explore the critical issues of working more effectively with complex and demanding clients. They will have the opportunity to gain an understanding of, and practical use of, strategies and intervention techniques that may be of use to them in such work situations.

While the training may not be able to address each specific concern that all trainees may have – or provide ideal solutions for each and every situation, the goal is to share an array of strategies and ideas that may be helpful to the worker.

### Learning Outcomes

- To gain a greater understanding of complex and demanding clients
- To examine staff attitudes and expectancies of working with complex and demanding clients
- To develop communication skills for use with complex and demanding clients
- To examine relationship-building skills
- To develop an assessment strategy
- To gain a broad appreciation of diverse intervention strategies
- To understand and articulate limitations of work practice – and mechanisms for assertive referral and personal / professional support
- To identify relevant community networks

### Who should attend?

This workshop is aimed at social housing professionals whose work involves direct contact with clients.

### Participant Feedback

“Highly valuable as the workshop covered everything that we deal with in our jobs on a daily basis.”

“Best training and most useful presentation I have attended.”

“Excellent. Engaged us all. Great examples. Extremely knowledgeable presenter.”

“One of the best facilitators I have encountered. Held my attention - had a good understanding of our work.”

“Very rarely do you find such an interesting presentation, with lots of practical approach to issues.”

“Excellent course – I would recommend it!”

“Very enjoyable - will take away helpful management strategies.”