

DEALING WITH CLIENT AGGRESSION AND VIOLENCE

AN ESSENTIAL AND CRITICAL COURSE FOR ALL AGENCY STAFF

Have you ever felt threatened when conducting a property inspection? Do you know what to do if you are verbally or physically threatened by a client or tenant? Are you confident that you know how to effectively manage client aggression?

If you have answered no to any of these questions you should seriously consider this REIV/SIAG program which has been specifically designed for all estate agency staff and in particular those staff who provide services away from the agency.

"The course was a timely reminder that I have a responsibility, as the principal of a Real Estate office, to provide all my employees with a safe work environment. The content provided me with numerous tips on how to achieve this and in particular, how staff should act when conducting property inspections and open houses. It is a course that should be attended by everyone who works in the Real Estate industry, for their own safety."

Sam Pennisi, Pennisi Real Estate

The course will cover

- Workplace safety and the law.
- Negotiation strategies for preventing, defusing and managing violent situations.
- Assessing the risks when entering a property.
- What to do when the environment becomes unsafe.
- How to be assertive.
- How to identify triggers of aggression.
- Setting methods and processes for minimising risk exposure.
- Managing aggressive clients and difficult situations.
- Basic self defence and break away techniques.

Maximum class sizes of 18

Course dates	2006: Thursday 4 May (Code JSG135)	Tuesday 22 August	Tuesday 14 November
	2007: Tuesday 13 March	Tuesday 8 May	
Time	8.30am-5.00pm		
Location	REIV House, 335 Camberwell Road, Camberwell		
Cost	REIV Members \$260 inc GST Non Members \$290 inc GST		

The Presenter

Robyn Smith, a health care professional with a degree in Adult Education, has developed her career in the fields of management, human resources and training.

As a manager she has had responsibility for the management of a major public facility, dealing with aggression and violence on a daily basis.

Robyn's career and personal goals have been centered around a commitment to staff safety, the development of personal safety training and the development of strategies to manage situations where aggression and violence may be present.

In her role as the National Training Manager for SIAG Robyn has developed and delivered training on personal safety and managing aggressive situations to many industry sectors including retail, hospitality, aged care and others. She brings her considerable expertise to the real estate sector.

Please complete your details overleaf and fax back to (03)9205 6690.