

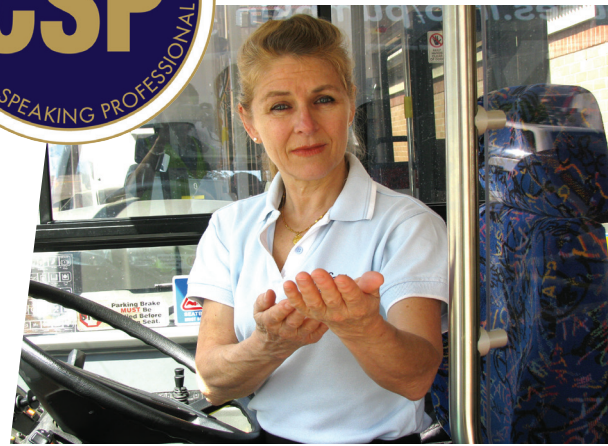


## Dealing Professionally with Aggressive Behaviour

*One-hour presentation or two-hour workshop covering the following key elements:*

- Prevention through customer service
- Professionalism, confidence and defusing skills
- Legal guidelines and WHS protocols

*Workplace violence is costly in both financial and human terms. Karen's Safety Strategies method has resulted in substantial savings for many organisations in workers compensation claims. This session is designed for frontline staff who are dealing with threat, intimidation and abuse.*



## Freedom from Fear

*One-hour presentation covering the following key elements:*

- Three simple techniques that could save your life
- Built for survival – harness your deepest survival instincts
- Practical strategies to protect yourself

*The serious and sometimes fatal assaults we hear about through the media create feelings of fear and powerlessness. There is an immediate need for safe, legal, strategies to prevent assault. This presentation combines ground breaking research with practical techniques that show you how to feel safe everywhere you go in life.*



## Decoding the Predatory Mind

*One-hour presentation covering the following key elements:*

- Five steps to create a safe, harmonious workplace
- Identify the warning signs to act early for prevention
- Positive body language – how attackers choose their victims

*Managers are shown skills to create conflict-resilient workplaces with proven strategies for early intervention and appropriate responses for all forms of conflict, including harassment and bullying.*



*As well as covering the serious issues of personal safety and managing risk, your presentation was fun and energetic! Your style of presenting was highly professional, informative and engaging. It was inspiring to see someone having such a strong, confident presence.*

Conference Organiser, Connecting Rural Business Women

