

Preventing Conflict With Young People Training



PARTNERS

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CHD Partners has successfully delivered Preventing Conflict with Young People training to shopping centre security guards, police, rangers and pool attendants in Victoria, New South Wales, Queensland, the Australian Capital Territory and the Northern Territory.

The training materials have been specifically crafted to respond to the needs of frontline personnel dealing with young people.

Preventing Conflict with Young People training is designed for up to 20 participants in each four-hour session. Sessions are individually tailored to suit specific local and site needs and can be extended as required.

The key learning outcomes for the sessions include:

- Identify adolescent development milestones
- Review psychology of adolescent behaviour
- Identify causes and understand aggression
- Apply the TRUCE¹ model of conflict prevention
- Identify the benefits of reflective practice
- Identify team based developmental opportunities

The training incorporates the following adult learning principles and teaching techniques:

- Brainstorming
- Small group exercises
- Video scenarios
- Role plays
- PowerPoint presentations

In preparing and delivering these sessions, we will:

- Develop and include specific scenarios reflecting local problems / concerns
- Provide to each participant a training preparation package, workbook and certificate of attendance

Notebook cards and posters can be purchased separately to reinforce the key training messages.

To discuss your training and education needs contact Michelle Weidenhofer on 0401 870 117 (michelle@chdpartners.com.au) or Michael Huggett on 0417 448 507 (michael@chdpartners.com.au).

¹ TRUCE model adapted from Wilson, C. and Braithwaite, H. (1996) **Police Officers Behaviour During Interactions with Citizens: What distinguishes the 'skilled' from the 'average' officer?**, Risk Management Study 3, National Police Research Unit, Payneham, Sth Australia.