

## 01 Three major pandemic challenges

1. Increase in stress and anxiety within our communities because of COVID-19 leading to more verbal aggression and physical threats from library users.
2. Training to manage verbal aggression and physical threats is an urgent health and safety need.
3. Training and emotional support to staff isolating or at work and doing extra duties is essential in critical times.

## 02 Short sharp sessions online, with personal real-time coaching in small groups

LIANZA is delighted to partner with TUF to offer an intensive online professional development workshop and personal coaching.

The benefits to your library or organisation:

- Staff can appropriately engage with customers in their distress to de-escalate situations
- Staff recover more quickly after distressing incidents, less time wasted calming people down
- Isolating staff feel supported and more willing to engage in their work on return
- Improve internal communications; less time spent sorting misunderstandings
- Train staff without taking excessive time out of the library hours
- Grow the emotional intelligence of your staff
- Increase staff loyalty and retention because they know you invest in their welfare

## 03 TUF Online Professional Development Programme Outline

PHASE	TIME	# OF PEOPLE INVOLVED	ACTIONS
<b>Phase 1</b>	1 hour	Up to 8 pax	<ul style="list-style-type: none"> <li>• Introduce the course</li> <li>• Connect with other learners</li> <li>• Outline workplace challenges</li> <li>• Identify learning goals</li> <li>• Give instructions for online modules</li> <li>• Set a time for follow up meeting</li> </ul>
<b>Phase 2</b>	2 hours + Self-directed	Up to 8 pax	<ul style="list-style-type: none"> <li>• Complete the four TUF modules</li> <li>• Revisit modules as required</li> <li>• Identify discussion points for Phase 3</li> </ul>
<b>Phase 3</b>	3 hours total (2x 1.5 hours sessions)	Four pax	<ul style="list-style-type: none"> <li>• Reviewing the Online modules</li> <li>• Reinforce specific learning points</li> <li>• List actual difficult situations</li> <li>• Apply TUF principles to real life examples</li> <li>• Practice responses</li> <li>• Receive coaching</li> </ul>
<b>Phase 4</b>	20 - 30 minutes	1-on-1 with trainer	<ul style="list-style-type: none"> <li>• Explore personal challenges</li> <li>• Individual coaching</li> <li>• Set goals for ongoing learning</li> </ul>
<b>Phase 5</b>	5 - 10 minutes each week for 20 weeks	Up to 8 pax	<ul style="list-style-type: none"> <li>• Receive follow up reminder emails</li> <li>• Link to practice examples to reinforce learning</li> </ul>

*Flexible session times to suit participants.*

## 04 The TUF Online Training Modules Content (Phase 2)

### Module 1 - Manage your learning

1. Your current ability and what you want to learn.
2. Complex human communication – understanding yourself and others.

### Module 2 - Manage the moment

3. When the other person goes APE – how to respond using A.P.E. principle
4. The brain under fire – simple neuroscience explained and applied.
5. Understanding human dynamics – the Drama Triangle and the Winner's Triangle.
6. Reviewing your learning.

### Module 3 - Manage the relationship

7. Feelings – how they affect you and others. Developing empathy.
8. The 'OK Corral' – staying positive about yourself and others.
9. Communication dynamics – how Parent, Adult, Child ego states change communication.
10. De-escalation – what to do when they don't calm down.

### Module 4 - Manage yourself

11. Challenging groups – working with special needs, those affected by drugs and alcohol.
12. Understanding different cultures – considerations for migrants and refugees.
13. Keeping yourself safe – what to do when things become threatening.
14. Looking after yourself – debrief emotionally, alter your thinking, and take care of your body.
15. Final review and quiz

## 05 Learning Support

We will courier to your workplace or home:

- TUF workbook
- Quick Reminder Guide
- The book *Thriving under fire: Turn difficult customers into business success* by John Faisandier

## 06 Investment

**Regular price:** \$720 pp + GST

**Special LIANZA price:** \$670 pp + GST

**Register to secure your spot:**

[www.lianza.wildapricot.org/event-4706292](http://www.lianza.wildapricot.org/event-4706292)



### Our mission

**We help people manage emotions at work and their life generally.**

Thousands of people have done the course since 1999.

- We understand the challenges library staff face when dealing with difficult people
- Scenario-based learning helps participants feel what it is like to be heard and understood
- Real-life examples of difficult situations become the subject of the training
- Principles and communication models are taught based on the learners' own experiences
- Transformational learning leads to new thoughts, feelings, and actions for resilience
- Following the training, often the 'difficult' people are no longer difficult

*I purchased your TUF online course and I'm really thrilled with it. I'm particularly impressed with the pedagogically sound delivery and the overall high quality of the product. I'm especially impressed as a colleague and I have looked at lots of courses from all over the world and we reckon yours is a stand out on all fronts.*

— Wendy Baker  
Director | New Zealand Coaching and Mentoring

*This course is by far the best de-escalation course I have seen – my congratulations to the people who put this together. It needs to be compulsory with regular updates.*

— Greg West (Registered Nurse)  
Acute Inpatient Service | Nelson Marlborough Health Service