Effective programming and techniques for dealing with challenging clients

In this two part workshop explore how to plan, develop and evaluate programming for your community; and approaches for dealing with challenging client behaviour

**Maranoa Regional Council
Roma Community Arts Centre
Tuesday 5 June 2018**

Time	Program	Purpose / Learning Outcomes
9:15 - 9:30am	**Registration, tea and coffee**	
9:30 – 9:40am	**Welcome to the Professional Development Day** **Michelle Blair** Maranoa Regional Council	Welcome, thanks, housekeeping and introductions
9:40 – 10:30am	**Challenging Clients** **Edward Flynn, State Library of Queensland** Dealing with people, sometimes things just go wrong – explore some ideas, strategies and tools to guide you when they do. • Introduction to the morning session • Identify the topic – what makes behaviour difficult and challenging? • Coping - what can you do about it? • Differentiate between levels of difficulty and responses. • Explore policy, procedure, practice, approaches - • Gather scenarios.	The session is intended to allow the participants to share / explore challenging behaviours and triggers; to identify tools and techniques to meet these (from policy to breathing); explore possible actions / responses and the rationale for these
10:30-10:45am	*Morning tea*	
10.45–12:30	**Managing Difficult Clients (cont.)** • Explore scenarios as a group • Apply principles • Explore styles and approaches.	Group discussion and analysis to compare and share experience
12:30–1:15pm	*Lunch*	
1.15–2.45pm	**Your community in the Library** **Lyn Thompson , State Library of Queensland** • Introduction to *programming* in libraries and the WELCOME toolkit • Programs: Who? What? Where? When? How?	In this hands on session learn how to use the WELCOME toolkit to plan, develop and evaluate community programs
2.45-3:00pm	*Afternoon tea*	

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Time	Program	Purpose / Learning Outcomes
3:00-4:30pm	**Your community in the Library(Cont.)** **Lyn Thompson , State Library of Queensland** • Become familiar with the toolkit by participating in action learning; • Complete a plan to engage library users using the Getting Started checklist.	Use the WELCOME toolkit to develop effective programming ideas
4.30 - 4.45pm	**Wrap-up/close** **Ideas into Action** • Recap of day	

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