


Training Document: Violence & Aggression in the Workplace			
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Violence & Aggression in the Workplace

Course duration One Day

Programme Introduction

- Dealing with angry people is not easy, but knowing what to do and say can save injury and improve customer relations.
- Are you working in an environment where you are exposed to potential violence and aggression, and your personal safety may be compromised?
- The pace and complexity of modern life leave some people disenfranchised and prone to unpredictable behaviour.
- This course is for those that are potentially in their 'firing line'. It focuses on controlling personal risks and defusing anger before it escalates into aggression.
- This course is highly practical, participants learn through a range of training methods including short demonstration, skills practice, reflection and discussion. Power Point is used minimally!

Designed for:

- An in-house short course for staff who may face violence & aggression from members of the public
- Equipping them with an awareness of potentially violent situations & appropriate coping strategies

Objectives:

On completion, delegates will:

- Have strategies for finding out if your company is exposed and may have a problem
- Be able to base decisions about what appropriate action to take
- Create action plans and identify resources available to create a better culture
- Check, evaluate and benchmark actions taken for causation and effect

Course content - Duration One Day

- Legal, ethical and professional issues
- Nature of anger, aggression and violence
- Warning signs and danger signals
- 'Do's and don'ts' in potentially violent situations
- Knowing and using the available support systems
- Understanding anger and fear
- Learning how to stay in control
- Discovering one's own attitude to risk
- Understanding the pathway to violence
- Practising the skills to manage confrontation and violence
- Learning how to carry out a personal safety risk assessment
- Learning breakaway techniques
- Developing skills to report and debrief if incidents occur

Method

- All SBS courses are designed to be participating, being a part-taught programme together with syndicate exercises and practical learning from case studies.
- The use of Licensed Actors are used in certain role play situations as a training aid