



### Overview

With high levels of crime in society, it is not surprising that violence and aggression finds its way into the workplace. Regardless of whether the aggression emanates from the challenging behaviour of vulnerable service users, angry clients, members of the public or our own employees, organisations have a duty of care to provide relevant and effective training to reduce workplace violence.

This one day course will help delegates to develop new perspectives around their personal triggers and needs, and equip them with the skills to manage difficult and aggressive behaviour towards them.

Delegates will explore how to recognise and assess the level of threat facing them and from that, discern appropriate strategies and approaches to deal effectively with the situation.

### Target Group

This course is aimed at people who work in environments where they may have to deal with challenging behaviour processes.

### Objectives

By the end of the course delegates will be able to;

- ✗ Identify an understanding of how hostile situations arise and develop
- ✗ Identify new perspectives around their personal triggers and needs
- ✗ Develop an understanding of conflict as a cognitive behavioural process
- ✗ Demonstrate the skills and techniques to handle conflict more effectively
- ✗ Understand the process of anger and how to deal with it effectively

### Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- ✗ Imploders and Exploders
- ✗ Progressive Anger versus Rage
- ✗ Promotion of Personal Safety
- ✗ Transactional Analysis and your usual position in conflict situations
- ✗ Anger Types and Styles
- ✗ Creating Empathy as a powerful tool to help calm situations
- ✗ The Assault Cycle
- ✗ The Six Rules of De-escalation
- ✗ Clearing Anger with the workplace
- ✗ The Conflict process – Chains of Conflict
- ✗ Primary Needs and how they can help us establish 'what's gone wrong'
- ✗ Negative Self Scripts
- ✗ Negotiating in Conflict Situations

### Outcomes

Each delegate will receive individual detailed feedback from both colleagues and facilitator. It is recommended that delegates attend a review session within 6 months.