



## **Dealing with Aggression and Difficult Situations.**

**Duration: Half or full day.**

### **Who should attend:**

All staff who deal with customers, students and the public who are at risk of verbal and or physical abuse. This course would also be relevant for managers and supervisors of those staff at risk.

### **Course overview:**

Where an employee is at risk of encountering conflict or aggression at work, an employer must make necessary arrangements for dealing with that risk, (Management of Health and Safety at Work Regulations 1999).

This training course aims to equip staff with skills and techniques for dealing with aggression or violence at work. It is presented in a facilitative and practical format and focuses on attitude, behaviour and communication.

### **Course content:**

Upon completion the delegates will have gained knowledge of:

- What is meant by "conflict", "anger", "aggression" and "violence"?
- The risk factors – How and why are we at risk?
- Defining conflict and how we manage situations.
- Communication – What is it? How does it work? Why does it fail?
- Recognising the signs – non verbal communication.
- Personal experiences.
- Diffusion techniques.
- A safety model to control situations.
- Dealing with aggression and difficult situations through role-play.

Successful completion will prepare delegates for dealing with potentially confrontational situations.

### **Course booking:**

Please contact one of our team for further details, course prices and booking arrangements on 01384 686039.