



## **Management of Violence and Aggression**

We have designed a specific course to help deal with the increasing threats that your staff may face on a daily basis. It identifies the need to train your staff. Under the Health and Safety at Work Act Section 2, where employees and employers have a duty of care not only to the employee but to the financial risk put upon the company by any claim or compensation on it.

This course deals with conflict, possible violent situations, managing violence and aggression, bullying and intimidating behaviour of a challenging manner in the interest of personal safety in the workplace and whilst out and about with options of how to deal with these types of situations.

By having a sound knowledge of effective communication skills and the ability to recognise and respond effectively will provide and assist individuals and the organisation with the necessary tools to prevent or reduce incidents. This course identifies certain de-escalation techniques to assist in dealing with these types of incidents which in turn, this will reflect on the professional image of the organisation and its staff.

The course will achieve its aim to reduce violent incident through individual experiences, group discussions, group work, case studies and case law.

### **Those who will benefit the most from this course are:**

- Members of the Public**
- Victims of Crime**
- Companies**
- Individuals**
- Lone Workers Managers**

The course can accommodate 12 students

### **Course Content:**

#### **Module One**

- **Describe the common causes of conflict**
- **Describe different forms of communication**
- **Give examples of communication breakdowns**

- **Explain different models of communication that can assist conflict resolution**
- **Describe patterns of behaviour you may encounter during different interactions**
- **Explain warning and danger signs**
- **Give examples of distance when dealing with conflict**
- **Give examples of impact factors**
- **Describe different methods for dealing with possible conflict situations**

#### Module Two

- **Explain the use of 'reasonable force' as it applies to conflict resolution**
- **Health and Safety Legislation**
- **Use of Force Legislation**

#### Module Three

- **Demonstrate breakaway techniques**

FOR MORE INFORMATION OR TO REQUEST A QUOTATION

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