



De-escalating Aggressive Behaviours in the Workplace

De-Escalating Aggressive Behaviours

KEY BENEFITS

- Reduce the negative impacts (both human and financial) associated with workplace conflicts and the impact it has on workplace harmony.
- Reduce the stress associated with interpersonal challenges which can otherwise impact staffs wellbeing behaviour and performance.
- Compliment current skills that are proven to be effective in dealing with aggressive / challenging behaviours.
- Improve capability to maintain a positive mindset and engage rational thinking and decision making when confronted with challenging behaviour and under pressure.
- Empower staff to manage difficulty and achieve mutually beneficial negotiated outcomes when confronted by challenges.
- Improve staff confidence & capability to more influentially communicate with others and negotiate through disagreement.
- Improve the professional image, brand and reputation of your organisation.
- Achieve enhanced compliance with National Work Health and Safety Laws (WHS Legislation) & Common Law obligations (due diligence) for issues relating to aggression and violence in the workplace.
- An outcome of the training is to enable staff to feel empowered, to feel confident in themselves and their ability, as well as justified and reassured in the validity of their actions.

“The CARM® Engagement Model For Powerful Situations”



Some workplaces and environments present **inherently greater risks** to employees, who by virtue of their role or location may be exposed to higher levels of aggression & violence. This exposure may be the result of issues either internal to the organisation i.e., difficulties with other staff / colleagues etc or external to the organisation, including difficult or irate customers or members of the public.

Navigating these **powerful situations** can be emotionally challenging and in some case physically threatening without a safe, proven and effective approach. When your job role involves following through with what others may perceive as inadequacies in the provision of service or unwelcome decisions or actions, then communication and de-escalation skills become a high priority.

The **De-Escalating Aggressive Behaviours** program has been developed specifically for environments where employees may face a range of verbal or behavioural challenges i.e., escalating incidents; criticism, complaints, physical threats, aggressive or harassing behaviours.

Importantly your staff will learn a range of emotional and behavioural competencies in **The CARM® Approach** to support and equip them with the necessary skills and techniques they need to counter such challenges. If these more tenuous situations are not addressed in a professional and measured way then significant potential exists for negative public perceptions to be reinforced, together with a range of **negative personal and professional impacts** that may continue to adversely affect staff and your organisation.

Our nationally recognised, **award winning programs** provide a recognition primed decision making process, which is informed by risk, to help employees in these more challenging circumstances manage their own and others behaviours in an effective, safe and outcome focused way.

training

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▶ International studies into aggression & violence in the workplace.

ILO Report (*International Labour Organisation*)

- Whilst violent attacks receive considerable attention in western countries, a far greater number of people generally report being exposed to physical and psychological violence in the workplace.
- For individuals these problems are seen as an impairment to physical and mental health, in some cases with long term traumatic effects (PTSD).
- As with stress, exposure to any form of violence in the workplace has a negative implication for individuals, organisations and society as a whole.
- The costs to organisations are primarily related to sickness, absenteeism, reduced productivity, replacement costs and additional retirement costs on the basis of ill health.
- There may be further costs due to damage in production or equipment as well as costs in grievance, litigation, investigation and mediation. In some cases a public loss of goodwill.
- Physical violence, whether leading to an injury or not, is a significant problem. There is also some evidence that physical assaults in the workplace may be on the rise, with female workers particularly vulnerable.
- Occupational sectors most at risk are retailing, public administration and service industries together with healthcare and social services industries.
- A Bulletin Morgan poll suggests 1 in 2 Australian employees have been verbally abused by a member of the public during the course of their occupational duties and 1 in 10 have been physically abused by a customer (hit, slapped, or kicked).

▶ TRAINING SOLUTIONS (Award Winning)

The De-escalating Aggressive Behaviours program can be delivered via a range of training mediums subject to your organisational / operational needs including:

1. Competency Based or Professional Development Program (theory & experiential based) – both assessed and non-assessed.
(Duration: 2 days)
2. Short Intensive Training Session (SITS). Practical scenario based experiential learning sessions. These sessions are designed as follow-up continuation training to regularly support the delivery competency based 2 day programs.
(Duration: 4hrs)

▶ CUSTOMISATION

The CARM Engagement Model is customised to meet your specific organisational and operational needs, service requirements & risk profile.

▶ PROGRAM MODULES

→ Safety First

1. Risk considerations (*Knowledge & Mindset*)
 - **Behaviour Motivations:** Factors that contribute towards creating powerful situations, challenge and difficulty (*Psychology of aggressive behaviour*)
 - **Human and Environmental** considerations
 - A mindset for **safety & de-escalation** in context of a situation

→ Appreciating the Situation (*Thinking & Analysing Skills*)

2. Assessing & Evaluating
 - **Appreciating** situations & **making a decision** with consideration towards Good Judgement & Discretion (incorporating 'safety' & 'service' principles)

→ Response Actions (*Behavioural Skills*)

3. Core Response Actions
 - **State of Mind** - Managing the effects of stress & emotions (*Intrapersonal*)
 - **Way of Behaving** – Engagement strategies focussed on positive & safe outcomes :- Presence & Demeanour / Teamwork / Positioning / Communication (*incorporating 'The CARM® Approach' principles*)
4. Incident Specific Response Actions
 - **De-escalation & Negotiation** - Engaging the **CARM® Persuasive Influence Model**.
 - **Disengaging** – Tactics for withdrawing professionally from unsafe or counter-productive situations.
 - **Protective Defence** – Techniques for **separation & evasion** for higher risk confrontations.

