



# CARM<sup>®</sup> Tactical Communications Skills

TRAINING

## 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.

“For Compliance, Regulatory & Enforcement Officers”



For Compliance, Regulatory and Enforcement Officers, being confronted by aggressive behaviours is an all too common occurrence. Whilst this makes the expectation of these behaviours high, it does not make the risk less significant. In fact the obligations that accompany this role, including the execution of punitive actions, expose these officers to **inherently greater risks of acts of violence**. Equally common to this field of work, is the higher exposure to criticism regarding aspects of an officers demeanour and overall manner when conducting their enquiries or investigations.

Navigating these **volatile situations** can be emotionally challenging and physically threatening without a safe, robust and effective approach. When your job role involves following through with unwelcome decisions or actions, then communication and de-escalation skills become a high priority. These skillsets must be tactfully combined with appropriate assertiveness skills to assist in managing poor behaviour, and to enable effective delivery of lawful demands or directions. Further, officers need to be equipped with sound appreciation skills to assess and evaluate risks, including a set of actions to enable successful disengage strategies to be carried out.

The **Tactical Communication Skills** program has been developed specifically for the environment of a regulatory officer. Importantly your regulatory staff will learn a range of emotional and behavioural competencies in **The CARM<sup>®</sup> Approach**, supporting and equipping them with the necessary skills and techniques to effectively manage these 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 **award winning programs** ensure regulatory officers have the tools and techniques they need to manage their own and others behaviours in a safe and effective way, and achieve the best outcomes possible for the workplace challenges they face.



## › 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 Tactical Communication Skills Program can be delivered via a range of training mediums subject to your organisational / operational needs including:

1. Professional Development Program (theory & experiential based) – Competency based performance observation & reporting options (assessed or 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 program 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 safe & effective 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.



## CONTACT

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