



Managing **Aggressive** Customer Behaviours

› KEY BENEFITS

- **Reduce** the negative human, social and financial impact of workplace violence.
- **Increase** workplace harmony and the feeling of safety and wellbeing.
- **Reduce** the stress effects associated with aggression and violence, which can impact staffs behaviour and performance.
- **Compliment** current skills and processes that are proven to be effective in dealing with aggressive or challenging behaviours.
- **Improve** staff's capability to maintain a positive mindset and engage rational thinking and decision making in challenging circumstances.
- **Empower** staff with improved situational awareness skills to better manage challenging settings with confidence.
- **Improve** staff's capability to communicate more effectively with influencing and appealing style language
- **Improve** your organisations brand reputation and professional image.
- **Enhanced** compliance with national work health and safety statute laws & common law due diligence obligations

› WHY PASSMORE DUFF

- A robust and proven approach, since 1996 for managing the risk of workplace violence.
- Training design, frameworks and tactics developed and delivered by specialists.
- Highly qualified team with more than two decades of risk management consulting and training experience, underpinned by a range of academic qualifications.
- Subject matter experts drawing on their expertise from operating in high risk environments i.e., Tactical Policing and Counter Terrorism Teams & Military Special Forces.
- Award winning training solutions for training excellence in workplace violence.



› ABOUT THIS TRAINING

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, including engaging with challenging customers or members of the public.

Navigating these 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 **Managing Aggressive Customer Behaviours** program has been developed specifically for environments where employees may face a range of verbal or behavioural challenges i.e., escalating incidents, unruly / aggressive or harassing type behaviours through to physical threats of violence.

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

Our program provides a decision making process, which is underpinned by good situational awareness skills, informed by the risk. This helps staff to manage their own and others behaviours in a more effective, safe and outcome focused way.

› TRAINING AIM

To develop key interpersonal competencies and provide a robust and proven framework to reduce the risk of workplace violence. Focussing on skills for how best to de-escalate or alternatively disengage from aggressive and threatening customer engagement in a way that will maximise staff safety, whilst delivering the best outcomes achievable in the circumstance.

TRAINING

Copyright © 2012 Passmore Duff Pty Ltd

› Studies and Reports into Workplace Violence (ILO International Labour Org)

- Violent attacks receive considerable attention and a great number of workers now report being exposed to physical and psychological violence in the workplace.
- Attacks are seen as impairments to physical and mental health and in some cases with long term PTSD effects.
- Costs include damage in production, grievance, litigation, investigation and mediation and in some cases a public loss of goodwill.
- Physical violence, whether leading to an injury or not is the most significant problem.
- Bulletin Morgan poll suggests:-
 - **1 in 2** Australian employees have been verbally abused by the public
 - **1 in 10** have been physically abused by a customer (hit, slapped, or kicked)

› TRAINING SOLUTIONS

We offer specialised training services to address your specific learning and skill development needs.

- Facilitated training sessions:
 - *Professional development program* (Duration: 1 Day)
- Blended learning solution - ½ day facilitated with e/m-learning program
- e/m-learning program:
 - *Oct 2019 build - interactive e/m-learning program* with assessment. Optimised for computer, tablet or mobile phone environments. (Duration: 1.5hrs)

› PROGRAM MODULES

Our training solutions offer adaptability and flexibility through adapting 'The CARM Approach' to your specific operating environment and risk profile.

Module 1. Focuses on understanding the reasons for aggressive customer / member of the public behaviours. We explore the reasons and triggers for anger and aggression, identifying motivations and risk factors that underpin certain behaviours. This includes identifying motives which will ultimately influence and shape the way we need to communicate in response.

Module 2. Focuses on assessing and evaluating risk to identify specific and contextualised issues or challenges where aggression or violence can occur.

Situational awareness skills enhance our risk appraisal of specific aggressive or violent behaviour threats. A risk based approach provides a simple yet extremely effective decision making approach, that's helps guide our actions towards the most appropriate and safest outcome.



Module 3. Focuses on defusing and de-escalation skills. Participants learn a robust framework for de-escalating aggressive behaviours, called 'The CARM® Approach'. The aim, to try and optimise outcomes whilst mitigating interpersonal risk. This soft power approach underpins CARM's communication and influencing techniques, allowing for the development of skills to navigate challenging / threatening behaviours.

Module 4. Focuses on disengaging tactics, these are the tactics needed when situations are unsafe or counter - productive to continue. Learning key responses to reduce vulnerability and increase protection. Withdrawing from a volatile situation requires a range of verbal and non-verbal behavioural and thinking skills. If you are attempting to reduce interpersonal risk, then good situational awareness needs to pre-empt any decision.

› CUSTOMISATION

- Our training solutions are contextualised to meet your specific operating environment, business and risk management profile.

For further course details and learning outcomes please contact us on:

Tel: 1300 367 475 **Email:** risk@passmoreduff.com