



# Responding Safely to Duress Situations

### › KEY BENEFITS

#### Staff

- **Reduce** staff exposure to physical injury and psychological trauma and emotional stress
- **Increase** the personal safety and confidence of front line staff.
- **Equip** employees with knowledge and capability to respond effectively to escalating incidents and increasing risk.

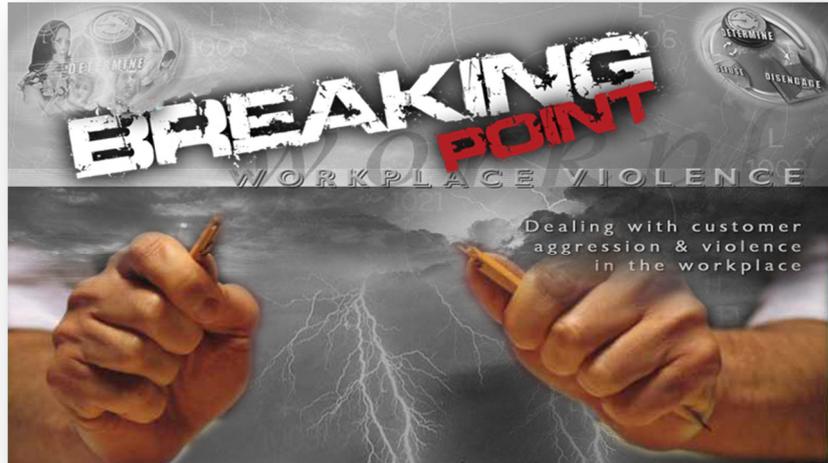
#### Organisation

- **Reduce** the social and economic cost of workplace violence and acts of aggression.
- **Reduce** exposure to operational and legal risks associated with workplace violence.
- **Enhance** response procedures and safe work practices to mitigate the risk of violence.
- **Enhanced** compliance with National Work Health and Safety Laws (WHS Legislation) & Common Law obligations (due diligence).
- **Increase** corporate social responsibility measures, with a focus on staff safety and wellbeing.

### › 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 and training experience, underpinned with 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.

*“When situations deteriorate...  
beyond de-escalation”*



### › ABOUT THIS TRAINING

For more than two decades Passmore Duff Pty Ltd has been providing high quality training, underpinned by the acclaimed ‘CARM® Approach’. We have been supporting and equipping staff with the very best interpersonal skills to safely respond to situations involving unruly, aggressive and violent customer / public behaviours.

This program focuses on deepening staff's level of situational awareness. Enabling them to operate with greater level of foresight and confidence to any perceived risk posed by customer / public behaviours, allowing them to respond with greater understanding of the risk and a clear direction to follow in response to an escalating situation.

In situations where even skilled de-escalation and negotiation skills have been unable to achieve the necessary outcomes or to adequately reduce the level of risk, a different and more unique set of skills are required.

Staff will learn invaluable personal safety skills for higher risk encounters, along with appropriate communications tactics, commensurate to the level of risk. They will learn how to leverage support and increase their level of protection when situations deteriorate.

Key disengage tactics will support their ability to successfully withdraw from either urgent (unsafe) or non-urgent (counter-productive) situations. Without such skills, staff may be left in a void, personally and professionally compromised and unable to separate or evade and without the ability to safely conclude an interaction.

### › TRAINING AIM

‘Responding Safely in Duress Situations’ provides critical knowledge, skills and tactics to reduce staff vulnerability. Particularly in situations where aggression presents unacceptable levels of risk, or where a customer / member of the public remains incapable or unwilling to alter their behaviour and accept a reasonable, fair or otherwise appropriate outcome.

## › Studies / 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)

## Safe Work Australia (SWA) report

- Key risk factors for workplace violence:-
  - communicating face-to-face with customers;
  - working in isolation;
  - working offsite or in the community;
  - working in unpredictable environments;
  - service methods that cause frustration, resentment or misunderstanding;
  - providing care or services to people who have unreasonable expectations;
  - enforcement / compliance activities.
- Strategies for the prevention and management include:-
  - Training workers so they are aware of what to do if faced with potentially violent situations.
  - Training should help workers to predict and know how to prevent and manage aggression or situations where they could be assaulted.

## › TRAINING SOLUTIONS

We offer specialised training services to reduce your organisations operational safety risks and address your learning and skill development needs.

- Our face to face sessions:
  - **Short Intensive Training Session (S.I.T.S):** Facilitating the practical application of theory and tactics to context specific scenarios. *Duration: 4 hours*

## › WHO WOULD BENEFIT

This is essential training for **frontline staff** engaging with customers and whose work environments present increased risk exposure to acts of aggression or violence.

For organisations this training enhances safe work practices and customer response procedures, focusing specifically on issues of Workplace Violence. Ensuring staff have the necessary skills and capability to respond to escalating incidents of aggression.

## › PROGRAM MODULES

Our training solutions offer flexibility to clients through considering their operating environment, risk profile and training needs.

**Module 1** focuses on critical thinking and analysing skills / competencies related to **assessing and evaluating risks** within situations involving aggression to enable a safe and effective response:

- Understanding the **motivations** and **setting** factors affecting both safety and behaviour
- **Situational Awareness** for assessing and evaluating risks (within the setting)
- **Determining** an appropriate response for escalating situations (engagement / disengagement options)
- The concept of **layers of protection** to manage safety within situations
- Levels of awareness to **reduce vulnerability** and personal risk exposure



**Module 2** focuses on the set of response skills / competencies to enable people to effectively apply **Disengage Tactics**:

- Disengage for both Urgent and Non Urgent situations
  - **Escape and Evasion Tactics** – For Unsafe Situations
  - **Breakaway Tactics** – For Counter-Productive Situations
- Influencing Language:-
  - **Closing Appeals** and Respectful Conclusions
  - Increasing Assertion with the **CARM Empathic Assertion®** Method

## › 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:  
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