



# Responding to **Aggression & Violence** For Higher Risk Roles

### › 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.
- **Enhance** 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.

### 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.

## CARM<sup>®</sup> Engagement for **Powerful Situations**



### › 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 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 Responding to Aggression and Violence 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. These typically relate to compliance, regulatory and enforcement type roles.

Participants will learn a range of emotional and behavioural competencies in to support and equip them with the necessary skills and techniques they need to counter such threatening behaviour. If these more tenuous situations are not addressed in a professional, measured and safe 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 programs provide a recognition primed decision making process, which is informed by risk, to help employees in challenging and threatening circumstances to manage their own and others behaviours in an effective, safe and outcome focused way.

TRAINING

## › 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

The program can be delivered via a range of training mediums subject to your organisational and operational needs including:

1. Competency Based or Professional Development Program (theory & experiential learning based). These programs can be delivered with practical scenario based assessment with individual reporting against a range of competency based criteria or delivered as a non-assessed program. **(Duration: 2 days)**
2. Blended Learning solutions incorporating e/m-learning and 1 Day facilitated session

## › PROGRAM MODULES

### Module 1 - Safety First

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

### Module 2 - Appreciating the Situation (Thinking & Analysing Skills)

Assessing & Evaluating

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

### Module 2 - Response Actions (Behavioural Skills)

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)

### Module 4 - Incident Specific Response Actions

- De-escalation & Negotiation - Engaging rapport, empathy and persuasive influencing techniques.
- Disengaging – Tactics for withdrawing professionally from unsafe or counter-productive situations.
- Protective Defence – Techniques for separation & evasion for higher risk confrontations.

## › CUSTOMISATION

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



## CONTACT

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