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Managing Aggression on the Front Line

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For further information, please call
+44 (0)500 734 734

Email us at
emea-enquiries@gpworldwide.com

Visit our website
www.generalphysics.co.uk
www.gptrainingconsultants.com



Managing Aggression on the Front Line

Duration

1 day

Overview

If managing difficult situations with the public is part of your role and responsibility then this course is for you. It will enable you to assess key risks and ensure you and your colleagues are equipped to handle aggression using effective words, tone and body language.

Staff and managers will gain confidence in their ability to manage the aggression of others. Increase their knowledge and understanding of the legal implications and apply tools and techniques to calm and de-escalate difficult situations.

Objectives

- State the individual and organisational legal responsibilities for keeping staff safe
- Identify risks of aggression and appropriate strategies to minimise workplace risks to individuals and teams
- Assess how aggression arises
- Recognise their own personal reactions when faced with threatening situations and how to control their response to minimise the risk of harm
- Identify and apply positive words, tone and body language to effectively manage aggression



Agenda

- Welcome and introductions
- How at risk are you of aggression?
- Legal responsibilities when keeping staff safe from aggression
- Identifying risks and assessing suitable strategies to reduce risk to individuals
- Why are people difficult?
- Reading the signs of aggression in others
- Identify your own personal responses to threats and aggression and how to minimise the risk of harm to yourself
- Lunch
- Use positive body language to minimise risk – positioning, use of words and tone of voice
- Apply key de-escalation techniques to reduce and manage aggression
- End of Workshop

Further Information

Other Information

Suggested follow-up courses: Assertiveness and Self Esteem and Managing Pressure and Developing Resilience

Recommended Reading

- Managing Anger at Work - Mary Hartley, Sheldon Press, London
- Assertiveness at Work 3rd Edition - K & K Back, McGraw Hill, London
- Difficult People, A Guide to Handling Difficult Behaviour - Barry Winbolt, ISR Publishing, Seaford