

Handling aggression positively

COURSE CODE D1

VERSION 2009/01

The aim of this training is for staff to feel confident handling tenants or others who may show signs of potentially aggressive behaviour. The course will teach techniques to enable staff to calm an angry person and safely exit from a dangerous situation.

Training Outcomes:

After the training participants will be able to:

TOPIC	OUTCOME
Understanding Aggression	<p>Describe the nature and causes of aggression when dealing with housing related issues</p> <p>Explain the four essentials of defusing aggression</p>
Managing the Risks	<p>Recognise the early warning signs of aggression</p> <p>Describe their personal reflex responses to aggression</p> <p>Demonstrate techniques for calming aggressive behaviour which might include:</p> <ul style="list-style-type: none">• mental health concerns,• intoxication• telephone aggression• verbal aggression• non-verbal aggression <p>Explain and demonstrate simple exiting strategies</p> <p>State the principles of UK law regarding self defence</p>
Aftercare	<p>Decide when what and how to report</p> <p>List sources of support after an incident</p>

Suited for:

- Floating support
 - Care workers
 - Case workers
 - Housing Officers
 - Scheme managers
 - Maintenance teams
- ...or any other lone worker

Further Information

⌚ **Duration**

Full Day (9:30-16:30)

Course Preparation:

No pre-course reading is required

Further Information

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