

# **DEALING WITH DIFFICULT AND AGGRESSIVE BEHAVIOUR**

## **1-day Course**

### **OVERALL AIM:**

This course will give delegates an overview of the process of dealing with difficult and aggressive behaviour, focusing on conflict management particularly dealing with behaviour from outside the organisation, for example members of the public. Delegates will be given the opportunity to practise in a safe working environment. But this course does not outline how to deal with actual physical violence. Those new to dealing with conflict (and those with more experience) will gain increased confidence from the course.

### **WHO SHOULD PARTICIPATE:**

This course is for anyone who has the potential to face difficult and aggressive behaviour in the workplace particularly from people outside the organisation.

### **COURSE OBJECTIVES:**

**By the end of this course, participants will be able to:**

- Define difficult and aggressive behaviour.
- Recognise the phases of an incident.
- Identify behaviour that may provoke a difficult response and behaviours to avoid.
- Recognise likely responses to different phases of an incident.
- Recognise principal actions for defusing situations.
- Identify appropriate behaviours for different conflict situations.
- Recognise key rapport-building skills.
- Identify a process and skills for challenging difficult and aggressive behaviour.
- Define responsibilities during an incident.
- Develop a process to debrief someone after an incident.
- Complete a Learning Log and Action Plan.

### **COURSE CONTENT:**

- Introduction and objectives: The tutor outlines the course objectives and delegates are asked for their objectives.
- Define: The group works within small groups to develop working definitions of difficult and aggressive behaviour.
- Recognise: The group works within small groups to recognise a model that describes the phases of an incident and to apply that model to participants' experiences.
- Identify: The group works individually to enable the participants to identify behaviour which may provoke difficult or aggressive behaviour and identify behaviours to avoid and then within small groups to a range of behaviours that may be provocative.
- Recognise: Delegates work individually on an exercise and then collectively electing a spokesperson to feedback their likely responses. The tutor will use a prepared grid to help identify helpful and unhelpful responses. In small groups a further exercise is undertaken whereby participants identify what they need to do and what others need to do to help them respond helpfully to incidents.
- Recognise: The group will complete case studies and note findings and present to the whole group during the feedback session.
- Review: A brief review of main topics covered.