

# DEALING WITH AGGRESSIVE & VIOLENT BEHAVIOUR

**Venue:** Moulsham Mill, Parkway, Chelmsford, CM2 7PX.

**Date & Time:** Wednesday 15<sup>th</sup> October 2008. Please arrive by 9:15am for tea/coffee and a prompt start at 9:30am. Course finishes at 4:30pm.

**Car Parking:** There is car parking two minutes away from the venue in a public car park accessible from Baddow Road off Parkway.

**Cost, Refreshments & Handouts:** Places cost £85 per person inclusive of drinks, a buffet lunch and comprehensive handouts.

## Who Is The Course For?

- Managers and front line staff dealing with the general public or working with vulnerable adults or young people in any care or support setting, especially client groups where there is the potential for aggressive or violent behaviour.

## Why Choose Faiers Conferences?

- Faiers Conferences works exclusively with people who have an excellent reputation and proven track record in their field. The course tutor trained as a teacher, a psychologist and a drama therapist. He taught in mainstream schools, residential special schools and managed social services residential units and a regional secure unit. Since 1998 the course tutor has worked exclusively in the training field. Most of this time is spent teaching on courses and conferences, about safe working practices and dealing with potential violence.

## COURSE CONTENTS

### **Safe Working Practices**

- Duties of Employer & Employee under Health & Safety Act to do all that is practicable to remove the risk of violence
- Recognising factors that increase the chance of challenging, aggressive or violent behaviour and identifying alternative ways of working with challenging people
- Safe working procedures, particularly when working alone and/or away from base

### **Responding in dangerous situations**

- Responding to distressed people in ways that reduce the likelihood of challenging, aggressive or violent behaviour
- Three key behaviours for calming aggressive people
- Three steps needed to regain control in dangerous situations

### **Breakaway Techniques**

- Understanding the right of self-protection, including using non-violent gentle escape techniques when all else has failed.
- ❖ Opportunity to practice calming techniques & breakaway techniques will be given

Denise Faiers

Telephone: 01442 404971

[conferences@faierstraining.co.uk](mailto:conferences@faierstraining.co.uk)

[www.faierstraining.co.uk](http://www.faierstraining.co.uk)

**Faiers**  
**training**

# DEALING WITH AGGRESSIVE & VIOLENT BEHAVIOUR

**Venue:** Moulsham Mill, Parkway, Chelmsford, CM2 7PX - (Please note that Moulsham Mill is a listed building and unfortunately there is no lift to the conference room on the first floor)

**Date & Time:** Wednesday 15<sup>th</sup> October 2008. Please arrive by 9:15am for tea/coffee and a prompt start at 9:30am. Course finishes at 4:30pm.

**Please reserve a place / places on the above course for**

Name as you'd like it to appear on the attendance certificate	Job Title

<b>Name of organisation</b>	
<b>Contact Address:</b>	
<b>Contact Phone Number:</b>	
<b>Contact Email Address:</b>	

Please send completed form with a cheque for £85 per person made payable to "Denise Faiers" or details of an invoice address to:

Faiers Conferences, 9 Hilmay Drive, Hemel Hempstead, Herts, HP1 1TZ

**Cancellations:** Please note that a full refund is offered less a £10 administration charge where places are cancelled up to two weeks prior to the delivery date. A 50% refund is offered where places are cancelled between two and one week prior to the delivery date. The full fee remains due however for any places cancelled within one week of the delivery date.