

Dealing with Aggressive and Violent Behaviour

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.

Introducing the trainer

- Faiers Conferences works exclusively with trainers 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 his 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

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