



Workplace Aggression

RESPONDING TO AGGRESSION AND VIOLENCE

For Higher Risk Roles

Benefits



- ✓ **REDUCE** the negative human, social and financial impact of workplace violence
- ✓ **INCREASE** workplace harmony and the feeling of safety and wellbeing
- ✓ **REDUCE** the stress effects associated with aggression and violence, which can impact staffs wellbeing, behaviour and performance
- ✓ **COMPLIMENT** current skills and processes that are proven to be effective in dealing with aggression and violence
- ✓ **IMPROVE** staff's capability to maintain a positive mindset and engage rational thinking and decision making under duress
- ✓ **EMPOWER** staff with improved situational awareness skills to better manage 'at risk' settings with confidence
- ✓ **IMPROVE** staff's capability to communicate effectively with influence, utilising persuasive and compelling language
- ✓ **IMPROVE** your organisations brand reputation and professional image
- ✓ **ENHANCE** compliance with national work health and safety statute laws & common law due diligence obligations



About This Training

Some workplaces and environments present inherently greater risks to employees, who by virtue of their role or location may be exposed to higher levels of aggression & violence.

Navigating these situations can be emotionally challenging and in some cases, physically threatening without a safe, proven and effective approach. When your work role involves engaging with others where they may feel frustrated, angry, aggrieved or unsatisfied, then communication and de-escalation skills are of key importance.

The Responding To Aggression And Violence program has been developed specifically for environments where employees face a range of verbal or behavioural challenges i.e., escalating incidents, aggressive or harassing behaviours, including where there may be actual physical threats and an elevated risk of violence.

Our program provides a decision making process, underpinned by good situational awareness skills and informed by the risk which combine with de-escalation and disengage strategies and techniques that enable staff to respond in an effective, safe and outcome focused way.

Staff will learn a range of emotional and behavioural competencies through the 'The CARM® Approach'. The course will equip them with the skills and techniques necessary to respond in a professional and measured way. The absence of these skills leaves staff and organisations vulnerable. Negative impacts can range from physical attack, and extend to a raft of other personal, professional and organisational consequences that can continue to affect staff and your organisation long after an event.

Why CARM Training

- ✓ A robust and proven approach, since 1996 for managing the risk of workplace violence and helping improve the way people communicate
- ✓ Training design, frameworks and models developed and delivered by specialists
- ✓ Highly qualified team with more than two decades of risk management consulting and training experience, underpinned by a range of academic qualifications
- ✓ Subject matter experts drawing on their expertise from operating in high risk environments, working with high performing teams, and helping customer focused businesses achieve outstanding outcomes, particularly in situations involving adversity, pressure and stress
- ✓ Award winning training solutions for training excellence the workplace violence

Studies



Reports into Workplace Violence (ILO International Labour Organisation)

- Violent attacks receive considerable attention and a great number of workers now report being exposed to physical and psychological violence in the workplace
- Attacks are seen as impairments to physical and mental health and in some cases with long term PTSD effects
- Costs include damage in production, grievance, litigation, investigation and mediation and in some cases, a public loss of goodwill
- Physical violence, whether leading to an injury or not is the most significant problem
- Bulletin Morgan poll suggests:-
 - 1 in 2 Australian employees have been verbally abused by the public
 - 1 in 10 have been physically abused by a customer (hit, slapped, or kicked)

Safe Work Australia (SWA) report

- **Key risk factors** for workplace violence:-
 - communicating face-to-face with customers
 - working in isolation
 - working offsite or in the community
 - working in unpredictable environments
 - service methods that cause frustration, resentment or misunderstanding
 - providing care or services to people who have unreasonable expectations
 - enforcement / compliance activities
- **Strategies** for the prevention and management include:-
 - Training workers so they are aware of what to do if faced with potentially violent situations
 - Training should help workers to predict and know how to prevent and manage aggression or situations where they could be assaulted

For more details:

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Topics Covered

SAFETY FIRST (Awareness skills – self and others)

Topic 1: Factors Influencing Aggressive Behaviour & Risk

- Reasons and triggers for anger and aggression – identifying motivations and risk factors that underpin behaviour / affect safety

APPRECIATING THE SITUATION (Thinking & Analysing skills)

Topic 2: Appreciating the Situation

- Assessing and Evaluating risks within the behaviour and setting
- Apply good judgement & decision making

RESPONSE ACTIONS (Behavioural skills)

Topic 3: Core Response Actions

- State of Mind: Managing Stress & Emotions
- Way of Behaving: Engagement strategies focused on achieving outcomes

Topic 4: Incident Specific Response Actions

- De-escalation & Negotiation: CARM® Persuasive Influence Model for situations that are safe to engage
- Disengage: Tactical withdrawal for unsafe and/or counterproductive situations
- Protective Defence: Techniques for separation & evasion against unforeseen attack



Training Solutions

- **Facilitated** sessions (Duration: 2 days)
 - Delivered in-house to workplace groups or delivered as coaching sessions to individuals
 - For frontline workers and associated team leaders, supervisors and managers. Particularly applicable to regulatory/enforcement roles
- **Blended online learning.** Can be paired with e/m learning program "Manage Aggressive Behaviours" via a blended learning strategy
 - Can target specific workplace issues via video/scenario production and integration via our LMS

CUSTOMISATION: The CARM® Engagement Model and our combined training solutions are contextualized to meet your specific learning & skill development needs, including your industry, operating environment, business and risk management profile

