



Workplace Aggression

DE-ESCALATING PATIENT AGGRESSION

Benefits

- ✓ **PROVIDE** a safer workplace environment for patients, staff and other stakeholders
- ✓ **EMPOWER** staff with improved situational awareness skills to better manage escalating risk and **reduce exposure** to situations that may otherwise turn violent
- ✓ **IMPROVE** staff's capability to maintain a positive mindset and engage clear thinking and decision making under the duress of challenging behaviours from others
- ✓ **REDUCE** the stress effects associated with incidents of aggression and violence
- ✓ **IMPROVE** staff's capability to communicate with influence and appeal, irrespective of the mood and demeanour from others
- ✓ **IMPROVE** your organisations reputation with patients – including their family and friends
- ✓ **REDUCE** the negative human, social and financial impacts of workplace violence – including injuries, turnover, absenteeism, public image, insurance claims and payouts etc
- ✓ **ENHANCE** demonstrable compliance with national work health and safety statute laws & common law due diligence obligations
- ✓ **REDUCE** workplace fear and anxiety amongst staff around an appropriate response to aggressive behaviours

“ When the risk of violence sends pulses racing – you need an effective response ”



About This Training

This program provides a **“risk based”** and **“counter-intuitive”** approach to enable healthcare workers to respond safely and effectively to challenging, aggressive and violent behaviours from patient's, or their family and friends.

By engaging with our award winning **‘CARM Approach’**, healthcare staff will learn :-

- A robust and proven risk based model that assists staff to identify and assess risk factors, and apply good judgement and decision making around an appropriate response.
- A counter-intuitive style of communicating that enables staff to maintain a state of calm in the face of aggression, and adopt a de-escalation mindset and related physical and communication behaviours.
- To place safety first and apply an approach that pursues the best outcome possible in the circumstances.
- Alternative strategies for managing patients when their behaviours remain a threat, incorporating how to safely disengage and tactically withdraw from violent situations in support of local **Emergency Response Plans (ERP's)**.

NOTE: The program supports the policy directive's set by State Departments of Health where the emphasis is on developing the skills that protect the safety of the patient, as well as the safety of staff and others who may be affected by the behaviour.

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



GLOBAL FACTS ABOUT HEALTH CARE & VIOLENT ENCOUNTERS

- Workplace violence is one of the most complex and dangerous occupational hazards facing nurses working in today's health care environment. (*The online journal of Issues in Nursing*)
- Although violence is increasing in most workplaces, it has become a significant problem in health care professions. Not only has the number of incidents increased but also the severity of the impact has caused profound traumatic effects on the primary, secondary and tertiary victims. More health care professionals than ever are suffering from symptoms of post-traumatic stress disorder. (*Journal of Advanced Nursing*).
- Typically thought of as "safe" places, health care agencies are now facing a significant increase in multidirectional acts of aggression from personnel, clients, and visitors. (National Institute of Occupational Safety and Health NIOSH).
- Regardless of a health care agency's size or mission, when unexpectedly confronted with workplace violence, staff members are typically overwhelmed with shock, followed by multiple questions surrounding how the event could have occurred in the safety of the workplace (DeRanieri, Clements, & Henry).

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

Topics Covered

Topic 1: Factors Influencing Aggressive Behaviours

- Reasons and triggers for anger and aggression – identifying motivations and risk factors that underpin certain behaviour
- Overview of CARM Risk Based Model

Topics 2 & 3: Determine

- Focused on assessing and evaluating risks within the behaviour and setting
- Builds situational awareness to enable appropriate decision making and responses



Topics 4 to 7: Defuse

- The CARM® Approach framework for de-escalation. Incorporates competencies to enable a de-escalation mindset, and combines this with key communication skills in the areas of rapport, empathy and influencing language

Topic 8: Disengage

- Focused on an exit strategy and related techniques to reduce vulnerability/increase safety for unsafe situations
- Final area overviews immediate actions following an incident

Training Solutions

- **Facilitated** sessions (Duration: 1 & 2 day variants)
 - Delivered in-house to workplace groups or delivered as coaching sessions to individuals
 - For frontline workers and associated team leaders, supervisors and managers
- **E/M-Learning Online:** Modularised online learning with assessment.
 - Can be delivered in byte sized learning chunks.
 - Can develop and integrate tailored video/scenario's to target specific issues
 - **Blended learning** options available

CUSTOMISATION: Our training solutions are contextualized to meet your specific learning & skill development needs, including your industry, operating environment, business and risk management profile

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